

**OCCUPATION
HIGHLIGHTS**

#2 Occupation in the Administrative & Support, Waste Management & Remediation Services sector
(28% of all jobs in the sector)

Number of jobs 2017
770

**CHANGE IN # OF JOBS
2016 - 2017**
↑ 2%

Median Earnings (2017)
\$14.75/hr

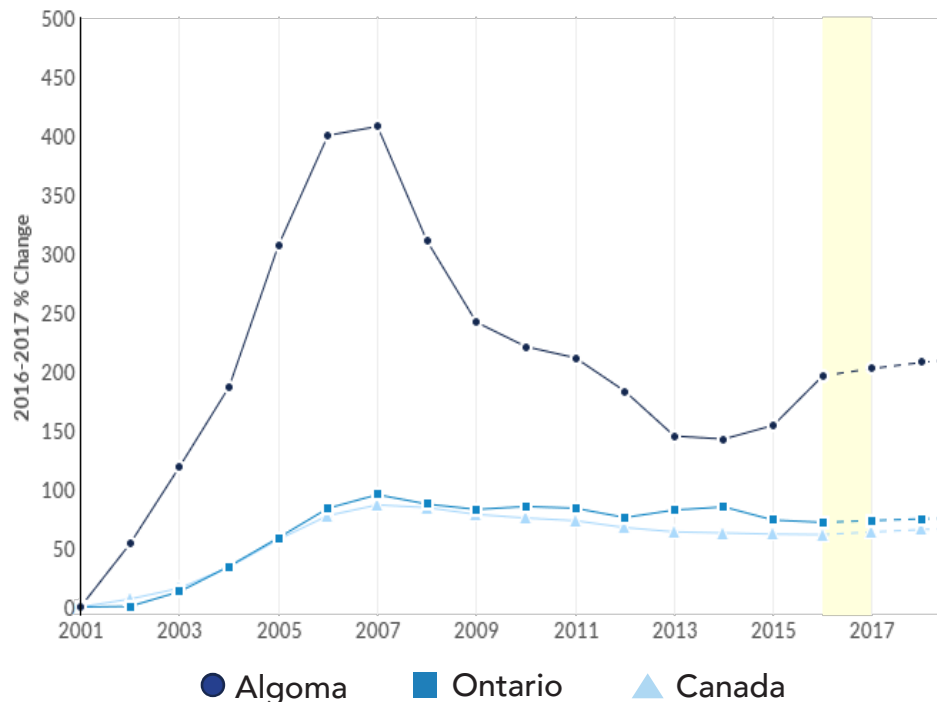
Earnings Range (2017)
\$11.16/hr → \$19.14/hr

Aging Workforce
33% Over the age of 45

Gender
68% Female 32% Male

**OTHER CUSTOMER AND INFORMATION
SERVICES REPRESENTATIVES
NOC 6552**
**Other Customer and Information Services
Representatives**

This unit group includes clerks who answer inquiries and provide information regarding an establishment's goods, services and policies and who provide customer services such as receiving payments and processing requests for services. They are employed by retail establishments, call centres, insurance, telephone and utility companies and other establishments throughout the private and public sectors.

Employment Trends


REGION	2016 JOBS	2017 JOBS	CHANGE	% CHANGE 2016 - 2017	MEDIAN HOURLY EARNINGS
Algoma	754	770	16	2%	\$14.75
Ontario	76,725	77,399	674	1%	\$16.83
Canada	178,389	180,856	2,467	1%	\$17.48

Job Titles

- Accounts information clerk
- Bus information clerk
- Customer service
- Courtesy desk clerk
- Inquiries clerk
- Hospital information clerk
- Public relations clerk
- Tourist information clerk

INDUSTRIES OF EMPLOYMENT	
BUSINESS SUPPORT SERVICES	39%
PROVINCIAL AND TERRITORIAL PUBLIC ADMINISTRATION	5%
LOCAL, MUNICIPAL AND REGIONAL PUBLIC ADMINISTRATION	3%
AUTOMOBILE DEALERS	3%
OFFICE ADMINISTRATIVE SERVICES	2%

What Are The Typical Job Duties?

- Customer service clerks in retail establishments answer, in person or on the phone, inquiries from customers and investigate complaints regarding the establishment's goods, services and policies; arrange for refunds, exchange and credit for returned merchandise; receive account payments; and receive credit and employment applications.
- Call centre agents take customer orders for goods or services; promote goods or services; respond to inquiries and emergencies; investigate complaints and update accounts.
- Customer service clerks in insurance, telephone, utility and similar companies explain the type and cost of services offered; order services; provide information about claims or accounts; update accounts; initiate billing and process claim payments; and receive payment for services.
- Information clerks provide information to customers and the public concerning goods, services, schedules, rates, regulations and policies in response to telephone and in-person inquiries.

Campus Based Courses Available In Algoma

- Business-Accounting (Sault College)
- Airport Administration and Services (Sault College)
- Office Administration-Executive (Sault College)
- Health Office Administrative Support (Sault College)
- Legal Office Assistant (Sault College)

Other Customer and Information Services Representatives In Algoma

REGION	2016 JOBS	2017 JOBS	2016 - 2017 CHANGE	2016 - 2017 % CHANGE
Sault Ste. Marie	663	672	9	1%
Elliot Lake	21	23	2	10%
Blind River	19	21	2	11%
Wawa	13	14	1	8%