

Subject: Business studies

Week: 4

Class: JSS 1

Topic: the clerical staff

Learning objectives:

- 1) Meaning of a clerical staff
- 2) Functions of a clerical staff
- 3) Personal qualities of a clerical staff.
- 4) Difference between public office information and confidential office information.

CLERICAL STAFF

A clerical staff is a person who performs day to day activities in an office. A clerical staff can also be called a clerk. In Nigerian a senior school certificate holder, can become a clerical staff, after under-going series of training. The clerk is in charge of filling letters, keeping records etc.

FUNCTIONS OF A CLERICAL STAFF.

The functions of a clerical staff include:

- a) he/she sends mail within and outside the organization
- b) he/she receives mail coming into the organization.
- c) he/she is in charge of answering and making phone calls in a professional manner.
- d) he/she is in charge of photocopying documents in the offices) he/she writes official letters for the organization as directed by a superior officer.

The various grades of clerk include:

1) Junior clerk: he or she must have good basic education (senior school certificate). He usually receives mail, date-stamps and delivers to various units or departments. He or she would also serve tea or coffee.

2) Clerk or clerical assistant: he or she is normally expected to have an office practice certificate. He has more responsibility than the junior clerk but sometimes can perform the duties of a junior clerk depending on the size of the organization.

3) Senior clerk: apart from his basic education and office practice certification, he should have some knowledge of office procedures and the business in that particular organization. He is in charge of the clerks and coordinates and assigns work among them.

PERSONAL QUALITIES OF A CLERICAL STAFF.

Some personal qualities include:

- a) Honesty and integrity
- b) Punctuality and devotion to duty.
- c) Good appearance
- d) Sound educational background and basic qualification.
- e) Ability to listen to instruction.
- f) Ability to know what needs to be done

Difference between public office information and confidential office information

The difference between public office information and confidential office information is that public office information can be disclosed to the public or anyone at any time **while** confidential office information is classified and cannot be given out without proper approval from the head of organization.

Assignments:

- 1) Explain the various grades of clerical staff.
- 2) List six personal qualities of a clerk