

Information Clerks

SOC: 43-4021 • Career Profile Report

■ Key Facts

\$43,730 Median Salary	34,600 Employment	-3.0% Growth Rate
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■ Requirements & Salary Range

Education: See Requirements (BLS)

■ Automation Risk Assessment

Medium Risk - 50.0% probability of being automated in the next 10-20 years.
This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

8.1/10 - Excellent work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

■ Top Skills Required

Communication skills, Integrity, Interpersonal skills, Organizational skills

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Information Clerks are administrative support professionals who provide **customer assistance, records management, and information services** across a wide range of organizations. They serve as the first point of contact for visitors, callers, and clients, answering questions, processing requests, and ensuring information is accurate and accessible. Rather than performing one narrow task, information clerks handle varied duties that keep offices, agencies, and service centers running smoothly.

This career is well suited for individuals who enjoy helping people, working with information and records, and performing organized, service-oriented work in professional environments.

What Do Information Clerks Do?

Information clerks collect, verify, and provide information to the public and internal staff. Their responsibilities vary by industry but consistently focus on accuracy, communication, and service quality.

Common responsibilities include:

- Answering questions in person, by phone, or online
- Providing directions, instructions, or general information
- Maintaining and updating records, files, or databases
- Processing forms, applications, or service requests
- Verifying information for accuracy and completeness
- Scheduling appointments or managing queues
- Referring complex inquiries to appropriate departments

Types of Information Clerks

This occupation includes several specialized roles depending on the work setting:

- Receptionists and Front Desk Clerks: Greet visitors and manage incoming communications.
- Customer Service Information Clerks: Provide assistance in service centers or offices.
- Court and Government Information Clerks: Help the public access records, forms, or procedures.
- Medical Information Clerks: Handle patient intake and basic administrative support.
- Travel and Transportation Information Clerks: Provide schedules, directions, and service details.
- Admissions and Registration Clerks: Assist with enrollment or application processes.

Skills and Abilities Needed

Information clerks combine communication skills with organization and attention to detail.

Core Professional Skills

Personal Qualities That Matter

Education and Training Pathway

Most information clerks enter the field with basic education and on-the-job training:

- High School Diploma or Equivalent: Required for most positions
- On-the-Job Training: Learning office procedures, systems, and policies
- Computer Skills Training: Use of databases, scheduling tools, or record systems
- Industry-Specific Training: Procedures related to healthcare, courts, or government offices
- Ongoing Skill Development: Improving customer service and administrative efficiency

Where Do Information Clerks Work?

Information clerks are employed across many sectors:

- Government Agencies and Public Offices

- Healthcare Facilities and Clinics
- Educational Institutions
- Corporate Offices and Business Centers
- Courts and Legal Offices
- Transportation Hubs and Service Centers

Most roles are office-based with regular schedules, though some involve shift work.

How Much Do Information Clerks Earn?

Earnings vary by industry, experience, and location:

- Entry-Level Information Clerks: Typically earn hourly wages in administrative roles
- Experienced Clerks: May earn higher pay with specialization or seniority
- Government or Healthcare Clerks: Often receive stable pay with benefits

Compensation depends on employer, responsibilities, and geographic region.

Is This Career Difficult?

Information clerk roles are generally not physically demanding but require sustained focus and accuracy. The challenge lies in handling repetitive tasks, managing multiple requests at once, and maintaining professionalism when assisting frustrated or confused customers.

Who Should Consider Becoming an Information Clerk?

This career may be a good fit if you:

- Enjoy helping people and answering questions
- Like organized, routine work
- Have good communication and computer skills
- Prefer office-based or administrative roles
- Want entry-level access to many industries

How to Prepare Early

- Develop strong communication and customer service skills
- Practice typing, data entry, and basic computer tasks
- Learn organization and time-management techniques
- Gain experience through clerical or front-desk roles
- Become familiar with office software and record systems

Information clerks keep organizations accessible and efficient by ensuring people receive accurate information, timely assistance, and dependable administrative support.