

# CAREER FACT SHEET

## Inquiry Clerks

### Snapshot

Inquiry Clerks respond to personal, written and telephone enquiries and complaints about the organisation's goods and services, provide information and refer people to other sources.

How many are employed in this occupation?	28,700
What are the average weekly earnings for full time workers?	\$1,442
How does unemployment compare with other occupations?	Average
What are the job prospects for this occupation?	Medium
What will be the likely future employment growth for the next five years?	Moderate Growth

### Main employing industries

Public Administration and Safety; Financial and Insurance Services; Information Media and Telecommunications; Retail Trade

### Tasks

This occupation may include associated occupations with varying tasks.

- answering inquiries about goods and services, and providing information about their availability, location, price and related issues
- responding to inquiries about problems and providing advice, information and assistance
- recording information about inquiries and complaints
- referring complex inquiries to team leaders or expert advisers
- issuing relevant forms, information kits and brochures to interested parties
- accessing and operating computer network systems and communication systems such as public address and paging systems
- may refer inquiries to other sources

# INDUSTRY OVERVIEW

## Public Administration and Safety

If you enjoy complex problem solving, and are a critical thinker who is good at communicating with people and undertaking administrative tasks, then the Public Administration and Safety sector might have a career pathway for you. The Public Administration and Safety industry is primarily made up of Federal, State and Local Government legislative, executive and legal agencies. These bodies provide physical, social, economic and general public safety and security services and are charged with enforcing regulations. Maybe you have always dreamt about being a Police or Ambulance officer, or want to work in a role that services members of the public. Perhaps you are interested in public policy, legislation and regulation. The Public Administration and Safety sector offers opportunities in these and many other fascinating areas.

### Possible job pathways

- Auditors and Company Secretaries
- Economists
- Contract, Program and Project Administrators
- Filing and Registry Clerks
- General Clerks
- Human Resource Clerks
- Human Resource Managers
- Human Resource Professionals
- Inquiry Clerks
- Keyboard Operators (Data Entry Operator)
- Other Clerical & Administrative Workers
- Payroll Clerks
- Personal Assistants
- Policy and Planning Managers
- Receptionists
- Secretaries
- Cartographers and Surveyors
- Fire and Emergency Workers
- Inspectors and Regulatory Officers
- Police
- Prison Officers
- Safety Inspectors
- Security Officers and Guards
- Social Workers
- Archivists, Curators and Records Managers
- Primary Products Inspectors
- Urban and Regional Planners



**Public Administration and Safety**

For more information visit [skillsroad.com.au](https://skillsroad.com.au)