



### Required studies

- Education:** High school diploma or equivalent
- certificates and training
- Degree field:** -administrative/clerical studies, communications or business

### Working hours

40 hours per week

### Skills for the job

- customer service
- oral and written communication
- listening
- filling and organizational skills
- administrative clerks in a variety of office settings
- follow set procedures and routines
- work with data and details
- start up and carry out projects
- lead people and make decisions
- take risks
- patience
- good listener

<b>Pros</b>	<b>Cons</b>
<ul style="list-style-type: none"> <li>-no degree required for employment</li> <li>- easy to get into this career</li> <li>- follow routines</li> <li>-work in a friendly noncompetitive environment</li> <li>-opportunities to advance with companies</li> <li>- opportunities for part-time employment usually available</li> <li>-work indoors</li> <li>- normal working hours</li> </ul>	<ul style="list-style-type: none"> <li>- pay is low</li> <li>-job may be stressful and repetitive in nature</li> <li>- position may require dealing with irate customers</li> <li>- being in a high traffic area and sometimes get dumped on with other's work</li> </ul>

## Duties

- answer and route incoming calls
- provide general assistance to clients or customers
- assist employers with incoming and outgoing mail, faxes, emails and other communications
- knowledge of Microsoft Office Suite
- Corel WordPerfect
- billing
- bookkeeping
- database software
- ability to use fax machines, calculators, photocopiers, postage machines and multi-line phone systems

**Basic salary** : from 790€ to 860€