



International Labour Organization
Organisation internationale du Travail
Organización Internacional del Trabajo

*Updating the
International Standard Classification of Occupations (ISCO)*

*Draft ISCO-08 Group Definitions:
Occupations in Secretarial and Reception*

ISCO-08 Draft Definitions - Secretarial and reception

ISCO 08 Code

334

Title EN

Administrative and specialized secretaries

Lead Statement

Administrative and specialized secretaries provide organizational, communication and documentation support services, utilizing specialized knowledge of the business activity of the organization in which they are employed. They take supervisory responsibility for office clerks in the organization.

Task statement

Tasks performed usually include: co-ordinating, assigning and reviewing the work of clerical support workers; desktop publishing; preparing and processing legal documents and papers, such as deeds, wills, affidavits and briefs; implementing and supporting the communication, documentation and internal managerial co-ordination activities of an organizational unit, on some occasions utilizing specialized knowledge of the business activity of the organization; scheduling and confirming meetings and appointments and communicating messages for clients; compiling, recording and reviewing legal and medical records, reports, documents and correspondence.

Included occupations

Excluded occupations

Notes

ISCO 08 Code
3341
Title EN
Office supervisors

Lead Statement

Office supervisors supervise and co-ordinate the activities of workers in major group 4, Clerical support workers.

Task statement

Tasks include:

- (a) coordinating, assigning and reviewing the work of clerks engaged in the following duties: word processing, record keeping and filing, operating telephones and switchboards; data entry, desktop publishing and other activities involving general office and administrative skills;
- (b) establishing work schedules and procedures and co-coordinating activities with other work units or departments;
- (c) resolving work-related problems and preparing and submitting progress and other reports;
- (d) training and instructing employees in job duties, safety procedures and company policies, or arranging for training to be provided;
- (e) evaluating employees' job performance and conformance to regulations, and recommending appropriate personnel action;
- (f) assisting in recruitment, interviewing, and selection of employees.

Included occupations

Examples of the occupations classified here:

- Clerical supervisor
- Data entry supervisor
- Filing clerks supervisor
- Personnel clerks supervisor

Excluded occupations

Some related occupations classified elsewhere:-

Medical records unit supervisor - 3252

Notes

ISCO 08 Code
3342
Title EN
Legal secretaries

Lead Statement

Legal secretaries apply specialized knowledge of legal terminology and procedures in providing support to legal professionals with communication, documentation and internal managerial co-ordination activities, in law offices, legal departments of large firms and governments.

Task statement

Tasks include:

- (a) preparing and processing legal documents and papers, such as deeds, wills, affidavits and briefs;
- (b) reviewing and proofreading documents and correspondence to ensure compliance with legal procedures;
- (c) mailing, faxing, or arranging for delivery of legal correspondence to clients, witnesses, and court officials;
- (d) organizing and maintaining documents, case files and law libraries;
- (e) screening requests for meetings, scheduling and organizing meetings;
- (f) assisting in the preparation of budgets, monitoring of expenditures, drafting of contracts and purchasing or acquisition orders;
- (g) supervising the work of office support workers.

Included occupations

Examples of the occupations here:

- Legal secretary
- Legal practice manager

Excluded occupations

Some related occupations classified elsewhere:

Notes

ISCO 08 Code**3343****Title EN****Administrative and executive secretaries****Lead Statement**

Administrative and executive secretaries perform liaison, coordination and organizational tasks in support of managers and professionals and/or prepare correspondence, reports and records of proceedings and other specialized documentation.

Task statement

Tasks include:

- (a) drafting administrative correspondence and minutes;
- (b) obtaining, proposing and monitoring deadlines and follow-up dates;
- (c) screening requests for meetings, scheduling and organizing meetings and travel arrangements;
- (d) assisting in the preparation of budgets, monitoring of expenditures, drafting of contracts and purchasing or acquisition orders;
- (e) liaising with other staff about a range of matters relating to the organization's operations;
- (f) writing and answering business or technical letters and other similar correspondence;
- (g) preparing verbatim reports of proceedings in legislative assemblies, courts of law or other places using shorthand or specialized office equipment.
- (h) supervising the work of clerical support workers.

Included occupations

Examples of the occupations classified here:

- Administrative secretary
- Correspondence assistant
- Personal assistant
- Court reporter
- Executive assistant

Excluded occupations

Some related occupations classified elsewhere:

Secretary (general) - 4120

Medical transcriptionist - 3344

Notes

ISCO 08 Code
3344
Title EN
Medical secretaries

Lead Statement

Medical secretaries, using specialized knowledge of medical terminology and health care delivery procedures, assist health professionals and other workers by performing a variety of communication, documentation, administrative and internal coordination functions, to support health workers in medical facilities and other health-care related organizations.

Task statement

Tasks include:

- (a) scheduling and confirming medical appointments and communicating messages for medical staff; and patients;
- (b) compiling, recording and reviewing medical charts, reports, documents and correspondence;
- (c) interviewing patients to complete forms, documents and case histories;
- (d) completing insurance and other claims forms;
- (e) maintaining medical files and records and technical library;
- (f) preparing financial statements and billing procedures;
- (g) assisting in the preparation of budgets, drafting of contracts and purchasing or acquisition orders;
- (h) supervising the work of office support workers and other office staff.

Included occupations

Example of the occupations classified here:

- Medical secretary
- Medical practice manager
- Medical office administrative assistant
- Hospital ward secretary
- Patient care secretary
- Medical stenographer
- Medical insurance
- Billing secretary
- Pathology secretary
- Medical transcriptionist
- Medical stenographer

Excluded occupations

Medical records technician - 3252
Medical assistant - 3256
Medical office receptionist - 4226
Secretary (general) - 4120

Notes

ISCO 08 Code**41****Title EN****General and keyboard clerks****Lead Statement**

General and keyboard clerks record, organize, store and retrieve information and perform a range of clerical and administrative tasks according to established procedures.

Task statement

Tasks performed by workers in this sub-major group usually include: operating personal computers; word-processors or typewriters, recording, inputting and processing data using computers; to record input and process text, calculating, bookkeeping and similar office machines to input and process text and data; performing a wide range of general clerical duties including preparing invoices, checking figures, filing, faxing or processing mail.

Included occupations**Excluded occupations****Notes**

ISCO 08 Code

411

Title EN

General office clerks

Lead Statement

General office clerks perform a range of clerical and administrative tasks according to established procedures.

Task statement

Tasks performed usually include: recording, preparing, sorting, classifying and filing information; sorting, opening and sending mail; photocopying and faxing documents; preparing reports and correspondence of a routine nature; recording issue of equipment to staff; responding to telephone or electronic enquiries or forwarding to appropriate person; checking figures, preparing invoices and recording details of financial transactions made; transcribing information onto computers, and proofreading and correcting copy.

Included occupations

Examples of the occupations classified here:

- General office clerk
- Office clerk

Excluded occupations

Notes

ISCO 08 Code
4110
Title EN
General office clerks

Lead Statement

General office clerks perform a range of clerical and administrative tasks according to established procedures.

Task statement

Tasks include:

- (a) recording, preparing, sorting, classifying and filing information;
- (b) sorting, opening and sending mail;
- (c) photocopying and faxing documents;
- (d) preparing reports and correspondence of a routine nature;
- (e) recording issue of equipment to staff;
- (f) responding to telephone or electronic enquiries or forwarding to appropriate person;
- (g) checking figures, preparing invoices and recording details of financial transactions made;
- (h) transcribing information onto computers, and proofreading and correcting copy.

Included occupations

Examples of the occupations classified here:

- General office clerk
- Office clerk

Excluded occupations

Notes

ISCO 08 Code
412
Title EN
Secretaries (general)

Lead Statement

Secretaries (general) use typewriters, personal computers or other word-processing equipment to transcribe correspondence and other documents, check and format documents prepared by other staff, deal with incoming and outgoing mail, screen requests for meetings or appointments, and perform a variety of administrative support tasks.

Task statement

Tasks performed usually include: checking, formatting and transcribing correspondence, minutes and reports from dictation, electronic documents or written drafts to conform to office standards, using typewriter, personal computer or other word processing equipment; using various computer software packages, including spreadsheets, to provide administrative support; dealing with incoming or outgoing mail; scanning, recording and distributing mail, correspondence and documents; screening requests for meetings or appointments and helping to organize meetings; screening and recording leave and other staff-members' entitlements; organizing and supervising filing systems; dealing with routine correspondence on their own initiative.

Included occupations

Excluded occupations

Notes

ISCO 08 Code
4120
Title EN
Secretaries (general)

Lead Statement

Secretaries (general) use typewriters, personal computers or other word-processing equipment to transcribe correspondence and other documents, check and format documents prepared by other staff, deal with incoming and outgoing mail, screen requests for meetings or appointments, and perform a variety of administrative support tasks.

Task statement

Tasks include:

- (a) checking, formatting and transcribing correspondence, minutes and reports from dictation, electronic documents or written drafts to conform to office standards, using typewriter, personal computer or other word processing equipment;
- (b) using various computer software packages including spreadsheets to provide administrative support;
- (c) dealing with incoming or outgoing mail;
- (d) scanning, recording and distributing mail, correspondence and documents;
- (e) screening requests for meetings or appointments and helping to organize meetings;
- (f) screening and recording leave and other staff-members' entitlements;
- (g) organizing and supervising filing systems;
- (h) dealing with routine correspondence on their own initiative.

Included occupations

Examples of the occupations here:

- Secretary
- Typing secretary
- Word-processing secretary

Excluded occupations

Some related occupations classified elsewhere:

- Administrative secretary - 3343
- Executive secretary - 3343
- Legal secretary - 3342
- Medical secretary - 3344

Notes

ISCO 08 Code
413
Title EN
Keyboard operators

Lead Statement

Keyboard operators input and process text and data, and prepare, edit and generate documents for storage, processing, publication and transmission.

Task statement

Tasks performed usually include: entering data and codes required to process information; retrieving, confirming and updating data in storage and keeping records of data input; taking records of proceedings in rapid shorthand using computerized equipment and shorthand-writing machines; transcribing information recorded in shorthand and on sound recording equipment, and proofreading and correcting copy; reproducing the spoken word, environmental sounds and song lyrics as captions for cinema and television programming.

Included occupations

Excluded occupations

Notes

ISCO 08 Code**4131****Title EN****Typists and word processing operators****Lead Statement**

Typists and word processing operators type, edit and print using typewriter, personal computer or other word processor, and record oral or written matter in shorthand.

Task statement

Tasks include:

- (a) typing written material from rough drafts, corrected copies, voice recordings, or shorthand using a computer, word processor or typewriter;
- (b) checking completed work for proper spelling, grammar, punctuation and formatting;
- (c) gathering and arranging the material to be typed, following instructions;
- (d) filing and storing completed documents on computer hard drive or disk, or maintain a computer filing system to store, retrieve or update documents;
- (e) taking dictation and recording other matter in shorthand;
- (f) reproducing the spoken word, environmental sounds and song lyrics as captions for cinema and television programming;
- (g) transcribing information recorded in shorthand and on sound recording equipment.

Included occupations

- Typist
- Word processor
- Stenographer
- Shorthand typist

Excluded occupations

Court reporter - 3343

Medical transcriptionist - 3344

Notes

ISCO 08 Code
4132
Title EN
Data entry clerks

Lead Statement

Data entry clerks enter coded, statistical, financial and other numerical data into electronic equipment, computerized databases, spreadsheets or other data repositories using a keyboard, mouse, or optical scanner, speech recognition software or other data entry tools. They enter data into mechanical and electronic devices to perform mathematical calculations.

Task statement

Tasks include:

- (a) receiving and registering invoices, forms, records and other documents for data capture;
- (b) entering numerical data, codes and text from source material into computer-compatible storage and processing devices;
- (c) verifying accuracy and completeness of data and correcting entered data, if needed;
- (d) operating bookkeeping and calculating machines;
- (e) Importing and exporting data between different database systems and softwares.

Included occupations

Examples of the occupations classified here:

- Data entry operator
- Data input clerk
- Payment entry clerk

Excluded occupations

Notes

ISCO 08 Code

42

Title EN

Customer services clerks

Lead Statement

Customer service clerks deal with clients in connection with money-handling operations, travel arrangements, requests for information, making appointments, operating telephone switchboards, and interviewing for surveys or to complete applications for eligibility for services.

Task statement

Tasks performed by workers in this sub-major group include: performing money-handling operations in banks, post offices, betting and gambling establishments or dealing with travel arrangements; supplying information requested by clients and making appointments; operating telephone switchboards; greeting and receiving visitors; interviewing survey respondents; interviewing applicants for services.

Included occupations

Excluded occupations

Notes

ISCO 08 Code

422

Title EN

Client information workers

Lead Statement

Client information clerks provide or obtain information in person, by telephone or electronic means such as e-mail in connection with making travel arrangements, describing the products or services of an organization, registering and greeting guests and visitors, making appointments, connecting telephone calls and collecting information from survey respondents or applicants for services.

Task statement

Tasks performed usually include: preparing itineraries and making travel and hotel reservations for clients; greeting and receiving clients and visitors; registering accommodation guests; providing information concerning the goods, services or policies of an organization; making appointments; operating a telephone switchboard; interviewing survey respondents and applicants for eligibility.

Included occupations

Excluded occupations

Notes

ISCO 08 Code**4221****Title EN****Travel consultants and clerks****Lead Statement**

Travel consultants and clerks supply information, arrange travel itineraries, obtain travel and accommodation reservations and organize group tours.

Task statement

Tasks include:

- (a) obtaining information about the availability, cost and convenience of different types of transport and accommodation, ascertaining customer's requirements and advising them on travel arrangements;
- (b) preparing itineraries;
- (c) making and confirming reservations;
- (d) issuing tickets and vouchers;
- (e) helping customers in obtaining necessary travel documents such as visas;
- (f) preparing bills and receiving payments;
- (g) organizing group tours for business or vacation travel and selling them to groups or individuals.

Included occupations

Examples of the occupations classified here:

- Clerk, ticket issuing/travel
- Clerk, travel/airlines
- Clerk, travel agency
- Consultant, travel
- Organizer, travel

Excluded occupations

Some related occupations classified elsewhere:

Travel agency manager - 1439

Conference and event planner - 3332

Ticket issuing clerk (entertainment and sporting events) - 5230

Notes

ISCO 08 Code**4222****Title EN****Contact centre information clerks****Lead Statement**

Contact centre information clerks provide advice and information to clients, respond to queries regarding a company's or an organization's goods, services or policies, and process financial transactions using the telephone or electronic communications media, such as email. They are located in premises that may be remote from clients or other operations of the organizations or companies about whom information is provided.

Task statement

Tasks include:

- (a) dealing with incoming calls and messages from clients, whether to answer queries, handle calls for service or sort out complaints;
- (b) identifying requirements and entering events into a computer system;
- (c) dispatching tasks to other units, when relevant;
- (d) invoicing or handling payments, where necessary;
- (e) sending letters, information sheets and other documents to clients;
- (f) advising clients of additional products or services.

Included occupations

Customer contact centre information clerk

Excluded occupations

- Telemarketer salesperson - 5244
- Call centre salesperson - 5244
- Customer contact centre salesperson - 5244
- Telephone operator - 4223
- Market research interviewer - 4227

Notes

Only workers who respond to requests for information and/or handle straightforward transactions are classified in Unit Group 3222, Contact Centre Information Clerks. Those who provide specialized services, such as travel consultants, are classified in the relevant specialized group whether or not they are located in customer contact centres.

ISCO 08 Code**4223****Title EN****Telephone switchboard operators****Lead Statement**

Telephone switchboard operators operate telephone communications switchboards and consoles to establish telephone connections, receive caller inquiries and service problem reports, and record and relay messages to staff or clients.

Task statement

Tasks include:

- (a) operating switchboards and consoles to connect, hold, transfer, and disconnect telephone calls;
- (b) making connections for outgoing calls;
- (c) dealing with telephone inquiries and recording messages;
- (d) forwarding messages to staff or clients;
- (e) investigating operating system problems and informing repair services.

Included occupations

Examples of the occupations classified here:

- Answering service operator
- Telephone switchboard-operator

Excluded occupations**Notes**

ISCO 08 Code
4224
Title EN
Hotel receptionists

Lead Statement

Hotel receptionists register guests, assign rooms, issue keys, provide information concerning the hotel services, make room reservations, keep a record of rooms available for occupancy and present statements of charges to departing guests and receive payment.

Task statement

Tasks include:

- (a) maintaining an inventory of rooms available for occupancy, reservations and room assignments;
- (b) registering arriving guests, assigning rooms; verifying customer's credit and issuing room keys;
- (c) providing information regarding hotel services and services available in the community;
- (d) providing information about availability of accommodation and making room reservations;
- (e) responding to guests' requests for housekeeping and maintenance services as well as complaints;
- (f) contacting housekeeping or maintenance services when guests report problems;
- (g) compiling and checking guest accounts for charges using computerized or manual systems;
- (h) receiving and forwarding messages in person or using telephone or telephone switchboard;
- (i) reviewing statements of charges to departing guests and receiving payment.

Included occupations

Examples of the occupations classified here:

- Hotel front desk clerk
- Hotel receptionist

Excluded occupations

Notes

ISCO 08 Code
4225
Title EN
Enquiry clerks

Lead Statement

Enquiry clerks respond to personal, written, electronic mail, and telephone enquiries and complaints about the organization's goods, services and policies, provide information and refer people to other sources. They are employed in locations which put them in direct contact with clients or with the production of the goods and services provided.

Task statement

Tasks include:

- (a) answering inquiries about goods services, and policy and providing information about their availability, location, price and related issues;
- (b) responding to enquiries about problems and providing advice, information and assistance;
- (c) recording information about enquiries and complaints;
- (d) referring complex enquiries to team leaders or expert advisers;
- (e) issuing relevant forms, information kits and brochures to interested parties.

Included occupations

Examples of the occupations classified here:

- Counter enquiries clerk
- Information clerk

Excluded occupations

Notes

ISCO 08 Code**4226****Title EN****Receptionists (general)****Lead Statement**

Receptionists (general) receive and welcome visitors, clients, or guests and respond to enquiries and requests including arranging for appointments.

Task statement

Tasks include:

- (a) receiving and welcoming visitors, guests or clients;
- (b) making appointments for clients;
- (c) dealing with telephone requests for information or appointments;
- (d) directing clients to appropriate location or person;
- (e) supplying information pamphlets, brochures or forms.

Included occupations

Examples of the occupations classified here:

- Receptionist
- Medical office receptionist

Excluded occupations

Medical secretary - 3344

Hotel receptionist - 4224

Notes

ISCO 08 Code

4227

Title EN

Survey and market research interviewers

Lead Statement

Survey and market research interviewers interview people and record their responses to survey and market research questions on a range of topics.

Task statement

Tasks include:

- (a) contacting individuals by telephone or in person and explaining the purpose of the interview;
- (b) asking questions following the outlines of questionnaires and surveys;
- (c) recording responses on paper or entering responses directly into a computer database through computer-assisted interviewing systems;
- (d) identifying and resolving inconsistencies in responses;
- (e) providing feedback to survey sponsors concerning problems in obtaining valid data.

Included occupations

Examples of the occupations classified here:

- Market research interviewer
- Public opinion interviewer
- Survey interviewer

Excluded occupations

Notes

ISCO 08 Code**4229****Title EN****Client information workers not elsewhere classified****Lead Statement**

This unit group includes client information workers not included elsewhere in minor group 422. It includes workers who obtain and process information from clients needed to determine eligibility for services.

Task statement

In these cases tasks include:

- (a) interviewing patients to obtain and process information required to provide hospital services;
- (b) interviewing applicants for public assistance to gather information pertinent to their application;
- (c) verifying the accuracy of information provided;
- (d) initiating procedures to grant, modify, deny or terminate assistance;
- (e) providing information and answering questions concerning benefits and claims procedures;
- (f) referring patient or applicant to other organizations if they are ineligible for services.

Included occupations

Examples of the occupations classified here:

- Hospital admissions clerk
- Eligibility interviewer
- Eligibility specialist

Excluded occupations**Notes**