

Clerical Services

We are the first to greet school visitors. We help and support students. We maintain essential records and files.



Education support professionals (ESPs) ensure students and schools succeed. We interact daily with students, parents, and staff, and make a first and lasting impression about a school and its district. We are on the front lines of all office operations, working in settings from schools to administrative offices to transportation facilities. We provide courteous and helpful assistance to school and office visitors. Our daily workload often includes processing mountains of paperwork, scheduling, maintaining records and files, acting as a “chief information officer,” and even acting as a nurse when no health service professionals are available.

FAST FACTS:

- 91% work full-time
- 98% are female
- 80% are married
- The average age is 53
- We have been NEA members for an average of 12 years
- We are 15% of the total NEA ESP membership

OUR JOBS INCLUDE, BUT ARE NOT LIMITED TO:

- Secretaries, Administrative and Office Assistants
- Data Entry, Payroll, and General Office Workers
- Bookkeepers and Accounting and Financial Assistants
- Registration, Records, and Attendance Technicians
- Receptionists and Telephone Operators
- Non-managerial Office Supervisors



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NEA'S CLERICAL SERVICE ESPs ARE:

Well trained and experienced. Seventy-four percent have completed some college coursework and 31% are required to take classes or examinations on a regular basis to keep their jobs.

Committed to students and our careers. Sixty-six percent have spent their own money to purchase food or school supplies for students. Ninety-two percent plan to stay in the ESP field. Seventy-four percent plan to stay with their current jobs until retirement. On average, an NEA clerical service ESP member has been employed in the ESP field for 15 years.

Active in the school community. Seventy-one percent live in the communities where they work. Twenty-seven percent have volunteered to read books to students. Forty-four percent support a parent organization and 22% percent have volunteered to teach or support art or musical activities.

Focused on safety. Fifty-seven percent have job responsibilities that involve promoting school safety. Eighty-eight percent believe it is their job to intervene when bullying occurs and 87 percent feel that we have effective strategies for handling bullying situations.