How Clerical Services Education Support Professionals Make Public Schools Great for Every Student

Clerical services professionals make public schools great by providing courteous and helpful assistance to school and office visitors. We are on the front lines of all office operations, working in settings from schools to administrative offices to transportation facilities. We interact daily with students, parents, and staff, and make a first and lasting impression about a school and its district.

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 services professionals are available.
WE ARE THE FIRST TO GREET SCHOOL VISITORS.

WE HELP AND SUPPORT STUDENTS.

WE MAINTAIN ESSENTIAL RECORDS AND FILES.

NEA’s Clerical Services Members Are:

**Experienced.** On average, an NEA clerical service ESP member has been employed in an education support position for 12.4 years, with an average of 11.5 years of service with the current employer. Seventy-one percent of us have completed some college coursework.

**Committed.** Eighty-nine percent of us plan to stay in our profession. Sixty-seven percent plan to stay with our current jobs until we retire.

**Active in the school community.** Seventy-seven percent of clerical ESPs live in the school districts where we work. Thirty percent have volunteered to read books to students. Twenty-five percent have coached or supported a sports program. Twenty-five percent of us have volunteered to teach or support art or musical activities. Seventy-two percent have spent our own money to purchase food or school supplies for students. Twenty-five percent work with special education students, and 37 percent have been asked to give medications to students.

**Focused on safety.** Thirty-eight percent of us have intervened to prevent bullying behavior in school, and 26 percent have intervened to stop school violence such as harassing, intimidating, or threatening others.

**Fast Facts about NEA’s Clerical Services ESP Members**

- 91% of us work full-time. On average, we work 11 months a year.
- 76% work in school buildings; 19% in central office and administration buildings.
- 98% are female and 81% are married.
- Our average age is 52.

- On average, clerical services ESP members have belonged to NEA for 11 years.

**Workplace Conditions and Issues**

Clerical services ESPs would like to see clearer job descriptions and greater appreciation of our work. Fourteen percent of us have no written job description. For those of us who have one, 22 percent feel it does not accurately describe the kind of work we do. Fifty-one percent are asked to perform duties outside our job descriptions.

Clerical services ESPs interact closely with parents and the public, often in situations of stress, conflict, or crisis. We also supervise students, including student workers and students who are being disciplined through office detention. We often work with students who are ill or have special needs.

Many clerical services ESPs want more opportunities for professional development and in-service training. We need training with new computers and software in order to meet our ever-changing job expectations.

Clerical services ESPs appreciate opportunities to decide how to do our jobs and the personal fulfillment we get from our work. We would like better wages and benefits and more chances for promotion and advancement.

Visit us on the Web at www.nea.org/esphome

For additional information, please contact:
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