

# NEA ESP K-12 Career Families: A Closer Look



## CLERICAL SERVICE K-12 ESP MEMBERS

We interact daily with students, parents, and staff. We also make the first and last impression about a school and its school district. Clerical service ESPs are on the front lines of all office operations, working in settings from schools to administrative offices to transportation facilities. Our daily workload often includes processing important 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.

Clerical services is one of the nine ESP career families. NEA ESPs make up nearly a half million of NEA's 3 million members. As a critical part of the education workforce, NEA clerical service members meet the needs of the whole student, ensuring students and schools succeed.

### FAST FACTS

- 94% work full-time
- 96% female
- NEA member for an average of 13 years
- 15% of the total K-12 NEA ESP membership
- Average age is 54

We facilitate the flow of information and communication in schools

We help and support students

We maintain essential records and files

#### CLERICAL CAREERS:

SECRETARIES, ADMINISTRATIVE AND OFFICE ASSISTANTS

DATA ENTRY, PAYROLL, AND GENERAL OFFICE WORKERS

BOOKKEEPERS AND ACCOUNTING AND FINANCIAL ASSISTANTS

REGISTRATION, RECORDS AND ATTENDANCE TECHNICIANS

RECEPTIONISTS

NON-MANAGERIAL OFFICE SUPERVISORS

**16**  
YEARS  
EMPLOYED

**91%**  
STAY IN  
FIELD

**64%**  
HAVE SPENT MONEY  
ON STUDENTS

**Committed to students and their career.** On average, an NEA clerical service member has been employed in their ESP field for 16 years. **91%** plan to stay in the ESP field and **76%** plan to stay in their current position until retirement. **64%** have spent their own money to purchase food or school supplies for students.

**Well-trained and experienced.** Over half (**57%**) have at least an Associate's degree or higher and **51%** are required to take classes or examinations to keep their positions.

**Active in the school community.** A large majority (**73%**) live in the communities where they work. **37%** have volunteered to read books to students, **33%** have volunteered to teach or support art or musical activities, and **65%** support a parent organization.

**Focused on safety.** More than half (**57%**) have responsibilities that involve promoting school safety.