



NEA PreK-12 Members A CLOSER LOOK AT SCHOOL SUPPORT STAFF

CLERICAL SERVICE 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 education support professionals (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 school and student records and files, and acting as a first point of contact for schools.

We facilitate the flow of information and communication in schools

We help and support students and families

We maintain records and files essential to school resources and operation

CLERICAL SERVICE 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 SUPERVISORS

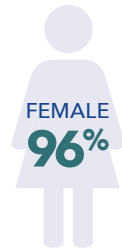
“ I wear many hats while answering the phone, assisting the teachers with day-to-day needs as well as stepping in as nurse and counselor. I get the opportunity to build strong relationships with students and families during school as well as outside of the school.

- Clerical Services Professional ”

Clerical services is one of the nine education support professional (ESP) career families. NEA ESPs make up nearly a half million of NEA's 3 million members. More than 2.2 million K-12 ESPs work in public schools across the country. As a critical part of the education workforce, NEA clerical service members meet the needs of the whole student, ensuring students and schools succeed.



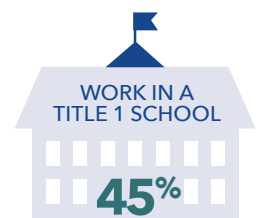
FAST FACTS



WORK FULL-TIME



HOURLY WORKERS



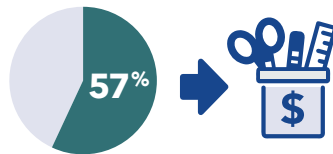


CLERICAL SERVICE MEMBERS

We are...

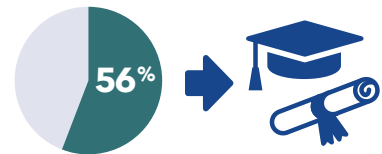
Committed to Public Education and Students

- Nearly all (**93%**) plan to stay in public education, and **71%** plan to stay in their current position until retirement.
- A large majority (**85%**) are satisfied with their job.
- A majority (**60%**) have responsibilities promoting school safety.
- Nearly 6 out of 10 (**57%**) have spent their own money to purchase food or school supplies for students at an average of **\$292**.



Experienced and Educated

- On average, an NEA clerical service member has been employed as an ESP for **16** years.
- Over half (**56%**) have at least an associate degree or higher, and **28%** are required to have an associate or 4-year degree.



Engaged with Families and Community

- A majority (**66%**) have volunteered time to support a wide range of educational activities that assist students and benefit the community, such as reading books to students or lobbying for the benefit of education.
- Nearly 1 out of 5 (**18%**) have volunteered to read books to students, **17%** have volunteered to teach or support art or musical activities, and **38%** support a parent organization.

- A majority (**62%**) live in the communities where they work.



We deserve...

Better Wages, Salaries, and Benefits

A majority (**66%**) indicated a problem with making a **living wage**.

Average annual salary for clerical service members: **\$47,890**



Promotion Opportunities

Only **13%** are very satisfied with promotion opportunities; **87%** are not.



Quality Professional Development

Only **17%** are very satisfied with professional development opportunities; **83%** are not.



Sufficient Staffing

A large majority (**73%**) are asked to perform duties outside their job description.

