

Task Title: Job Profile – General Office Support Workers

# OALCF Cover Sheet – Practitioner Copy

**Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started:** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |
| --- | --- | --- |
| **Goal Path:** | Employment | Apprenticeship |
| Secondary School | Post Secondary | Independence |

**Successful Completion:**  Yes No

**Task Description:** Use the Ontario Job Profiles website to find information about General Office Support Workers.

**Main Competency/Task Group/Level Indicator**

* Find and Use Information/Read continuous text/A1.2
* Use Digital Technology/D.2

**Materials Required:**

* Pen/pencil and paper
* Computer or digital device

# Notes for Instructors/Practitioners

To explore a different job of interest, your learner can search for a job profile for one of the top 500 jobs in Ontario. The questions below can be answered based on any job profile on this site:

<https://www.services.labour.gov.on.ca/labourmarket-ui/search>

This task is also included in the task bundle “Employment: Job Exploration” in which it has been adapted for each of the top 10 job postings in Ontario in 2024.

# Learner Information

# Learning more about a specific job that interests you can help you in your job search.

Go to the Job Profile webpage for General Office Support Workers: <https://www.services.labour.gov.on.ca/labourmarket-ui/jobProfile?nocCode=14100>

# Work Sheet

**Task 1: List three different names for general office support workers.**

Answer:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Task 2: List three activities general office support workers perform.**

Answer:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Task 3: What is the educational requirement for this job?**

Answer:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Task 4: List three specialized skills required for this job.**

Answer:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# Answers

Note: Information may change as this website is updated. Answers below are current as of January 2025.

**Task 1: List three different names for general office support workers.**

Answer: Any three of the following:

* address forms clerk
* administrative clerk
* administrative clerk - Canadian armed forces
* aircraft records clerk
* auction clerk

**Task 2: List three activities general office support perform.**

Answer: General office support workers prepare correspondence, reports, statements and other material, operate office equipment, answer telephones, verify, record and process forms and documents such as contracts and requisitions and perform general clerical duties according to established procedures.

**Task 3: What is the educational requirement for this job?**

Answer: Completion of secondary school education is usually required. College business or commercial courses are usually required.

**Task 4: List three specialized skills required for this job.**

Answer: Any three of: Scheduling, Data Entry, Administrative Support, Sorting, Inventory Maintenance, Budgeting, Office Administration, Administrative Functions, General Office Duties, Mailing.

# Performance Descriptors

| Levels | Performance Descriptors | Needs Work | Completes task with support from practitioner | Completes task independently |
| --- | --- | --- | --- | --- |
| A1.2 | scans text to locate information |  |  |  |
|  | locates multiple pieces of information in simple texts |  |  |  |
|  | follows the main events of descriptive, narrative and informational texts |  |  |  |
|  | obtains information from detailed reading |  |  |  |
|  | begins to identify sources and evaluate information |  |  |  |
| D.2 | selects and follows appropriate steps to complete tasks |  |  |  |
|  | locates and recognizes functions and commands |  |  |  |
|  | makes low-level inferences to interpret icons and text |  |  |  |
|  | begins to identify sources and evaluate information |  |  |  |

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print): Learner (print):

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**