

The Fourth Major group: Clerical support workers



Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	41	General and keyboard clerks
Minor group	411	General office clerks
Unit group	4110	General office clerks
Occupation	411001	Government Relations Clerk

Occupation summary

Provide the necessary information for transactions clearance, follow-up clearance processes and fulfill the requirements of government forms, documents and procedures, and follow-up staff transactions in coordination with the external units;

Main accountabilities

1	Collect data and information on papers, documents and conditions that must be available to clear and secure transactions quickly and effectively in accordance with regulating policies and procedures;
2	Update and fulfill all requirements of governmental forms, documents and procedures in accordance with the regulating laws and regulations;
3	Carry out the instructions related to the confidentiality of transactions and records, and deal with them with the utmost professionalism;
4	Archive, classify and arrange documents in accordance with established practices;
5	Receive and answer employees' inquiries and follow up their transactions in coordination with the concerned external units' staff, and inform them of all developments.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Business systems
2	Working with Teams	2	Classification of documents
3	Self Awareness	3	Contact person services
4	Details Oriented	4	Daily record keeping
5		5	Licensing and accreditation policies/ process

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	41	General and keyboard clerks
Minor group	411	General office clerks
Unit group	4110	General office clerks
Occupation	411002	Registry Clerk

Occupation summary

Register, organize and arrange documents, take appropriate action in related emergencies, maintain confidentiality of transactions, and keep records and documents;

Main accountabilities

1	Register the documents after being notarized by the notary public or the authorized competent authority, organize and arrange them according to the regulating policies and procedures;
2	Review the validity of the data contained in the documents, ensure that the signatures and seals are fulfilled, and take the appropriate actions on the emergencies related to the documents, records or transcripts in accordance with the regulating policies and procedures;
3	Carry out the instructions related to the confidentiality of transactions and records, and deal with them with the utmost professionalism;
4	Archive, classify and arrange documents in accordance with the established practices;
5	Receive customers' inquiries, follow up their transactions and respond to their questions and inquiries.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Classification of documents
2	Working with Teams	2	Document management software
3	Self Awareness	3	Daily record keeping
4	Details Oriented	4	Records management
5		5	Auditing

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	41	General and keyboard clerks
Minor group	412	Secretaries (general)
Unit group	4120	Secretaries (general)
Occupation	412001	Administrative Assistant

Occupation summary

Follow up the implementation of administrative decisions issued by the line manager and organize mail and daily appointments, perform administrative duties related to the progress of work, and coordinate and organize line manager's meetings;

Main accountabilities

1	Carry out the administrative instructions issued by the line manager and follow up the implementation of his/her administrative decisions;
2	Open and sort the paper mails and send it to the concerned parties, open and reply to the e-mail as directed by the line manager;
3	Perform printing works, answer inquiries and phone calls and organize private files;
4	Keep transactions and files in a seamless manner for easy reference;
5	Coordinate, organize, participate in the meetings of the line manager and the employees of the organizational unit, and record and document the minutes of these meetings, print and circulate the minutes of meetings of the line manager to other parties participating in this meeting.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Email software
2	Working with Teams	2	Mail sorting
3	Self Awareness	3	Scheduling of visits
4	Details Oriented	4	Typing
5		5	Office machines

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	41	General and keyboard clerks
Minor group	412	Secretaries (general)
Unit group	4120	Secretaries (general)
Occupation	412002	Secretary

Occupation summary

Support the manager or the department by writing documents, managing phone calls and visits, and assisting in the coordination of core projects and business agenda management;

Main accountabilities

1	Take shorthand notes of dictations, copy, review and coordinate correspondence, reports and meeting minutes according to the office's standards;
2	Receive, sort and direct phone calls from employees and external customers, receive phone messages, answer callers' inquiries, and forward calls to the right person;
3	Handle incoming and outgoing mail, check, record and distribute postal correspondence;
4	Examine meeting and appointment requests, coordinate schedules of meeting participants, schedule meetings, secure the meeting room and prepare the business agenda;
5	Create and maintain systems for keeping files and records, and save all documents on a regular basis.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Scheduling of visits
2	Working with Teams	2	Email software
3	Self Awareness	3	Document management software
4	Details Oriented	4	Typing
5		5	Contact person services

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	41	General and keyboard clerks
Minor group	413	Keyboard operators
Unit group	4131	Typists and word processing operators
Occupation	413101	Shorthand Writer

Occupation summary

Write verbal orders, minutes and instructions in a shorthand or abbreviated manner, decipher shorthand writing and rewrite it in a readable, understandable and correct way, and transcript these texts using a computer, word processor, or typewriter;

Main accountabilities

1	Write verbal orders, minutes and instructions in shorthand or abbreviated manner;
2	Decipher abbreviated writing and rewrite it in a readable, understandable and a correct language;
3	Review the texts with the concerned persons, and ensure the completeness and accuracy of the shorthand information;
4	Print correspondence, reports, and texts related to drafts, corrected copies, or sound recordings, and transcript these texts using a computer, word processor, or typewriter;
5	Comply with data and information confidentiality instructions;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Shorthand
2	Working with Teams	2	Debate stenography
3	Self Awareness	3	Hand written document interpretation
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	41	General and keyboard clerks
Minor group	413	Keyboard operators
Unit group	4131	Typists and word processing operators
Occupation	413102	Printing Technician and Proofreader

Occupation summary

Write, edit, and print letters, reports, and forms using a word processor, computer or typewriter, and record verbal orders in shorthand (fast typing);

Main accountabilities

1	Print correspondence, reports, and texts related to drafts, corrected copies, or sound recordings, and transcript these texts using a computer, word processor, or typewriter;
2	Perform spelling and grammar proofreading, check the punctuation and drafting of work transcribed texts, reformat documents and adjust settings according to style requirements, such as formatting, page layout, and line spacing;
3	Use the file storage system on computer to store, retrieve, update, and delete documents;
4	Comply with data and information confidentiality instructions;
5	Operate office machines such as photocopiers, printers, readers, scanners, stencil cutters, folding and binding machines, and fill machines with necessary materials such as blank paper or films;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Office software suite
2	Working with Teams	2	Typing
3	Self Awareness	3	Document processing software
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	41	General and keyboard clerks
Minor group	413	Keyboard operators
Unit group	4132	Data entry clerks
Occupation	413201	Data Entry Clerk

Occupation summary

Review and audit data forms, and enter and store data and information on the computer;

Main accountabilities

1	Review and code forms related to data and ensure its completion;
2	Enter data and information on the computer according to software and statistical systems, review data classification codes and information entered, and correct errors therein;
3	Save entered information;
4	Create backup copies of the saved data and information;
5	Comply with data and information confidentiality instructions;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Classification of documents
2	Working with Teams	2	Document management software
3	Self Awareness	3	Data warehouse
4	Details Oriented	4	Numerical data recording
5		5	Hand written document interpretation

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	421	Tellers, money collectors and related clerks
Unit group	4211	Bank tellers and related clerks
Occupation	421101	Teller

Occupation summary

Review cash disbursement requests, ensure the completion of legal and accounting requirements, receive and exchange securities and return undisbursed money to the treasury;

Main accountabilities

1	Review the cash disbursement requests, ensure that they are all correct and fulfill all legal and accounting requirements, and pay the financial dues and monthly salaries of the employees according to the regulating policies and procedures;
2	Receive and disburse securities and ensure their authenticity and compliance with the prepared financial documents and reports;
3	Cooperate and coordinate with the Treasurer and audit the accounts, in order to return undisbursed money to the treasury;
4	Comply fully with procedural manuals and the disbursement regulating policies and procedures;
5	Prepare and update financial reports and documents, document accounting operations related to financial imports and exports, and ensure that they are archived in systematic ways to facilitate easy access and continuous update;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Daily record keeping
2	Working with Teams	2	Payment systems
3	Self Awareness	3	Documenting receipt and delivery
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	421	Tellers, money collectors and related clerks
Unit group	4211	Bank tellers and related clerks
Occupation	421102	Correspondence Writer

Occupation summary

Receive letters, envelopes, parcels, receive fees and prices of postal services provided, and perform various postal duties;

Main accountabilities

1	Accept and receive postal mail items and packages and calculate postal charges for registration, insurance and stamps;
2	Receive postal services' charges and issue a receipt;
3	Collect fees of rented post boxes, receive telegrams, collect their fees and send them, and sell various postage stamps;
4	Match cash accounts, stamps and receipts at the end of each working day;
5	Keep records and transactions related documents.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	City postal delivery service
2	Working with Teams	2	Rural postal delivery service
3	Self Awareness	3	Records management
4	Details Oriented	4	Mail sorting
5		5	Archiving

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	421	Tellers, money collectors and related clerks
Unit group	4211	Bank tellers and related clerks
Occupation	421103	Currency Exchange Clerk

Occupation summary

Process routine banking transactions, such as deposits, withdrawals and currency exchange, record all transactions and settle cash balance;

Main accountabilities

1	Exchange one currency for another according to the official exchange rates, follow up changes in the currency rates and activities affecting them and the decisions of regulators in case of a change;
2	Examine currencies to ensure that they are not damaged nor counterfeit, check the sources of large quantities of currencies and coordinate with agencies specialized in suspicious transactions;
3	Record all currency exchange transactions and settle amounts received with total transactions, and report or settle differences;
4	Follow policies and procedures in compliance with relevant laws and regulations;
5	Prepare and update financial reports and documents, document operations related to currency exchange, and ensure that they are archived in systematic ways to facilitate easy access and continuous update.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Currency exchange
2	Working with Teams	2	Cash balance
3	Self Awareness	3	Numerical data recording
4	Details Oriented	4	Payment systems
5		5	Money movement

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	421	Tellers, money collectors and related clerks
Unit group	4214	Debt-collectors and related workers
Occupation	421401	Fundraiser

Occupation summary

Request financial contributions or other grants on behalf of individuals or institutions, collect these donations, and communicate with donors;

Main accountabilities

1	Implement fundraising programs and initiatives and follow the procedures established for fundraising;
2	Communicate with donors and sponsors, present fundraising issues, conclude donation agreements, and coordinate fundraising activities;
3	Participate in fundraising events, websites, online forums and other fundraising outlets;
4	Seek current and potential donors to identify their charitable goals, record their donations and related data;
5	Keep record of the progress towards fundraising goals, document donation levels and frequency, and disseminate them to the institution and donors.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Increasing collection rates
2	Working with Teams	2	Payment tracking
3	Self Awareness	3	Charitable Endowments
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	421	Tellers, money collectors and related clerks
Unit group	4214	Debt-collectors and related workers
Occupation	421402	Collector

Occupation summary

Prepare statements of entities, individuals, revenues and amounts due, collect cash, record the collected amounts and keep paper copies of the receipts;

Main accountabilities

1	Prepare statements of amounts due from entities, and collect them in accordance with the regulating policies and procedures;
2	Follow up and coordinate with the concerned parties in order to collect cash and respond to various related inquiries and questions;
3	Record the amounts collected and update the statements on an ongoing basis, implement instructions related to the confidentiality of financial transactions, and deal with them professionally;
4	Fully comply with the procedural manuals and regulating policies and procedures related to the collection of amounts due;
5	Keep paper copies of receipts and documents, arrange and maintain them according to the policy;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Numerical data recording
2	Working with Teams	2	Debt collection
3	Self Awareness	3	Bill-posting
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4221	Travel consultants and clerks
Occupation	422101	Land Reservation Host

Occupation summary

Assist passengers with flight inquiries, provide check-ins and place luggage identification tags;

Main accountabilities

1	Help travelers, handle inquiries regarding departure and arrival times;
2	Register passengers and allocate seat numbers, provide boarding passes and place luggage identification tags;
3	Weigh luggage and inform passengers of related restrictions;
4	Provide passengers with information regarding the use of the self-registration system;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Transport management (passenger traffic)
2	Working with Teams	2	Worldspan travel reservation system
3	Self Awareness	3	Travel reservation software
4	Details Oriented	4	Ground services
5		5	Passenger transport

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4221	Travel consultants and clerks
Occupation	422102	Travel Clerk

Occupation summary

Provide advice and basic information to customers regarding tourist areas and programs, respond to inquiries, and process basic requests using telephone or other electronic means at the Customer Service Center;

Main accountabilities

1	Respond to basic customer questions and queries, advise clients on tourist areas, programs, organized trips, and other related topics;
2	Handle customer's requests and basic requirements, such as providing tourist publications and sending data and information on the available tourism services;
3	Receive incoming phone calls and answer questions and inquiries regarding tourist services;
4	Assist customers in finding tourist service providers according to the desired requirements and prices, and facilitate and coordinate booking transactions;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Tourism and conference services
2	Working with Teams	2	Tourist guiding
3	Self Awareness	3	Customer services
4	Details Oriented	4	Customer relationship management software (CRM)
5		5	Contact person services

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4221	Travel consultants and clerks
Occupation	422103	Ticket Clerk

Occupation summary

Provide travel services to customers, carry out activities, such as booking airline tickets, hotels and organize trips;

Main accountabilities

1	Promote, sell and organize ticket and trip deals for various means of transportation;
2	Arrange travel, land, air or sea travel reservations for clients in coordination with travel agencies and tour operators;
3	Respond to customer inquiries related to ticket reservations according to tours, transportation and destinations;
4	Manage relationships with the main suppliers and customers, implement effective solutions, and set high standards of service;
5	Follow policies and procedures in compliance with relevant laws and regulations.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Ticket sale
2	Working with Teams	2	Travel reservation software
3	Self Awareness	3	Regular travel sales
4	Details Oriented	4	Worldspan travel reservation system
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4222	Contact centre information clerks
Occupation	422201	Call Center Clerk

Occupation summary

Receive phone requests, answer basic customer questions and inquiries, provide consumers with information about the company's products, services and policies, escalate calls that require additional information or technical responses to a higher level, report daily on total call numbers, answered calls, and follow-up schedules of potential customers;

Main accountabilities

1	Receive phone requests, respond to basic questions and inquiries of customers, and provide consumers with telemarketing information;
2	Make outgoing marketing calls, deal with customers, provide product services and follow up on debt collection;
3	Escalate calls that require additional information or technical responses to a higher level to meet the additional customer needs and ensure they receive the required service;
4	Prepare daily reports on total call numbers, answered calls, and follow-up schedules of potential customers and customers who require additional information or services;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Customer services
2	Working with Teams	2	Selling experience (telemarketing)
3	Self Awareness	3	Contact person services
4	Details Oriented	4	Customer relationship management software (CRM)
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4222	Contact centre information clerks
Occupation	422202	Customer Service Center Inquiry Clerk

Occupation summary

Provide customers with advice and basic information regarding tourist areas and programs, respond to inquiries, and process basic requests using telephone or other electronic means at the Customer Service Center;

Main accountabilities

1	Respond to basic customer questions and queries, advise clients on the facility's products, services, policy, and other related topics;
2	Process customer requests and basic requirements, such as sending letters, forms or other documents, as well as processing financial transactions;
3	Resolve basic customer complaints, and refer the more complex problems to the Complaints Officer or the relevant employee;
4	Record received queries and complaints, and report the prescribed solutions;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Customer services
2	Working with Teams	2	Customer relationship management software (CRM)
3	Self Awareness	3	Contact person services
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4223	Telephone switchboard operators
Occupation	422301	Call Center Operator

Occupation summary

Supervise the operation of telephone exchangers, calls, receive and answer telephone calls, report problems and record and relay messages to employees or customers;

Main accountabilities

1	Supervise the operation of telephone exchangers, telephone switchboards and related controllers, in order to deliver, hold, divert and disconnect telephone calls;
2	Answer incoming calls, welcome callers, provide information, divert calls, receive and relay messages as needed;
3	Follow-up the status of telephone sets and exchangers, ensure speedy reporting of devices and phones and broken lines and perform maintenance as soon as possible;
4	Comply fully with procedural manuals and the regulating policy and procedure;
5	Submit technical reports to the department on the progress of work and clarify the difficulties and challenges that hinder it.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Internal telephone network (installation)
2	Working with Teams	2	Telephone switchboard
3	Self Awareness	3	Telecommunications technology
4	Details Oriented	4	Contact person services
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4223	Telephone switchboard operators
Occupation	422302	Telephone Exchange Operator

Occupation summary

Operate telephone exchangers, telephone switchboards and related controllers to make phone calls, receive queries from callers, report problems, and record and relay messages to employees or customers;

Main accountabilities

1	Operate telephone exchangers, telephone switchboards and related controllers, in order to deliver, hold, divert and disconnect telephone calls;
2	Supervise the reception of internal and external calls and answer the inquiries of callers, and make sure to provide information on phone numbers and addresses when asked;
3	Respond to telephone directory assistance queries, and provide customers with area codes, phone numbers, and other relevant information;
4	Report broken devices, phones and lines for replacement or maintenance as soon as possible;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Telephone switchboard
2	Working with Teams	2	Contact person services
3	Self Awareness	3	Telephone switching (domestic)
4	Details Oriented	4	Telephone switching (international)
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4223	Telephone switchboard operators
Occupation	422303	Telephone Communication Clerk

Occupation summary

Respond to callers' queries, send telegrams, faxes, and report communication failures;

Main accountabilities

1	Receive all internal and external calls and respond to callers' queries according to his level of authority, and provide information regarding phone numbers and addresses when requested;
2	Make phone calls and send telegrams and faxes according to different directions and instructions;
3	Report broken devices, phones and lines for replacement or maintenance as soon as possible;
4	Comply fully with procedural manuals and the regulating policy and procedures of various communication duties;
5	Submit technical reports to the department on the progress of work and clarify the difficulties and challenges that hinder it.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Internal telephone network (installation)
2	Working with Teams	2	Internet protocol (IP) telephony technology
3	Self Awareness	3	Telecommunications technology
4	Details Oriented	4	Telephone switchboard
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4224	Hotel receptionists
Occupation	422401	Hotel Receptionist

Occupation summary

Supervise, coordinate and provide services to the guests at the reception, including booking, check-in and check-out;

Main accountabilities

1	Keep a list of bookings, and provide the necessary paper records;
2	Promote customer service and satisfaction, and follow up on disputes and complaints;
3	Encourage the implementation of hotel policy and procedures;
4	Establish and maintain strong business relationships with other parties, such as travel and reservation agencies;
5	Review hotel rates and organize bills accordingly.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Customer services
2	Working with Teams	2	Hotel reception
3	Self Awareness	3	Hotel premises caretaking
4	Details Oriented	4	Techotel hotel reservations system
5		5	Contact person services

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4225	Enquiry clerks
Occupation	422501	Customer Complaints Clerk

Occupation summary

Resolve basic customer complaints, and refer the more complex problems to the Complaints Officer or other relevant employee;

Main accountabilities

1	Resolve basic customer complaints and respond to their basic queries;
2	Refer complex problems to the Complaints Officer or any other entity;
3	Keep a record of incoming complaints and report decisions taken;
4	Provide feedback on the status of the complaint, and guide the owner towards completing the procedures;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Customer services
2	Working with Teams	2	Telephone interviewing
3	Self Awareness	3	Information Dissemination
4	Details Oriented	4	Data communications
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4225	Enquiry clerks
Occupation	422502	Inquiry Clerk

Occupation summary

Prepare a list of the employees' names and their internal telephone numbers, receive the reviewers and direct them to the competent authority, receive telephone calls, respond to inquiries or refer to the competent authority;

Main accountabilities

1	Prepare a list of employees' names and internal telephone numbers in case of inquiries and telephone calls referral;
2	Receive visitors and reviewers and guide them to the destination they want inside the entity;
3	Receive incoming phone calls, answer questions and inquiries and forward them to the desired department or person as requested;
4	Respond to visitors' inquiries and questions according to the level of authority provided and as directed by the line manager;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Handling complaints
2	Working with Teams	2	Customer services
3	Self Awareness	3	Consumer issues
4	Details Oriented	4	Contact person services
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4226	Receptionists (general)
Occupation	422601	Receptionist

Occupation summary

Receive visitors and customers and determine their demands and direct them to the competent authority and receive phone calls and respond to inquiries or refer to the competent authority and keep records of the visitors;

Main accountabilities

1	Receive and welcome visitors and clients, identify their demands and provide them with the required information, inform the concerned authority about the reviewers and customers and guide them;
2	Receive phone calls, and answer inquiries or refer them to the competent authority;
3	Make internal communications to acquire information;
4	Arrange the dates of interviews, record the names of reviewers and clients in the relevant records;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Reception desk
2	Working with Teams	2	Telephone switchboard
3	Self Awareness	3	Scheduling of visits
4	Details Oriented	4	Customer services
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4226	Receptionists (general)
Occupation	422602	Patient Receptionist

Occupation summary

Receive patients, record their personal and health insurance data, if any, recall the advance reserved appointment or identify their immediate needs in the clinics, fill out the forms used in the reception, enter the data on the automated system and hospital information network, complete the financial transactions and arrange the roles of the reservation and refer the patient to the required clinic to wait in, and prepare Daily reception emergency and clinic reports;

Main accountabilities

1	Meet the patients, record their personal and health insurance data, if any, recall the advance booking dates or identify their immediate needs from the clinics;
2	Fill in forms used in the reception and enter and save data on the automated system and hospital information network;
3	Complete the financial transactions and arrange the booking order, and refer the patient to the clinic required to wait in;
4	Receive emergency cases in emergency reception and record patient or injured data through relatives or companions, during or after providing emergency services to the patient;
5	Prepare daily reception, emergency and clinics' reports, and strictly abide by and comply with the procedural manuals, policies and procedures.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Hospital reception
2	Working with Teams	2	Reception desk
3	Self Awareness	3	Telephone switchboard
4	Details Oriented	4	Scheduling of visits
5		5	Customer services

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4227	Survey and market research interviewers
Occupation	422701	Field Survey Clerk

Occupation summary

Interview individuals, record their answers to market research questions on variety of topics, examine answers and provide feedback to research designers;

Main accountabilities

1	Communicate remotely or in person with selected individuals, persuade them to participate in the questionnaire, and ask questions related to the pre-determined survey;
2	Record and save individuals' answers, and transfer written answers to a computer database;
3	Examine the questionnaire's data for missing or inconsistent data, track problems, and verify accuracy of answers where possible;
4	Provide feedback to surveyors on the preparation and planning of questionnaires, and identify corrective measures or aspects to be improved;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Market surveys (statistical analysis)
2	Working with Teams	2	Interviewing (street interviews)
3	Self Awareness	3	Data collection
4	Details Oriented	4	Numerical data recording
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4227	Survey and market research interviewers
Occupation	422702	Data Collector

Occupation summary

Study data collection tools, make sure to identify the required tools, visit sites, and collect data and field statistical information;

Main accountabilities

1	Study the statistical form and determine the type and nature of information and statistical data;
2	Examine the executive program and the geographical area and organize schedules and appointments for field visits;
3	Interview individuals and give them statistical forms to fill, brief them of the survey's objectives, and the way of data and information filling;
4	Fill in the statistical data and information provided by individuals into a statistical form;
5	Compile the completed statistical forms, ensure the information integrity, and maintain the confidentiality of data and information.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Data collection
2	Working with Teams	2	Numerical data recording
3	Self Awareness	3	Data modelling
4	Details Oriented	4	Data warehouse
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4229	Client information workers not elsewhere classified
Occupation	422901	Hospital Admission Clerk

Occupation summary

Meet patients to acquire admission or discharge, process paperwork and billing, and assist patients with basic queries;

Main accountabilities

1	Interview patients or their representatives for personal information, such as name, age, contact details and billing information, and provide questionnaires to patients to fill;
2	Verify the accuracy of the information provided and enter it into the hospital system, and forward the information or printed copies to the relevant departments as needed;
3	Collect and verify patient billing information, print hospital admission and discharge forms, and insurance forms to assist with the payment process;
4	Explain hospital rules, such as visit times and payment procedures;
5	Prepare daily work activities reports, and forward them to the concerned departments, and strictly abide by with the procedural manuals and regulating policies and procedures.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Hospital reception
2	Working with Teams	2	Reception desk
3	Self Awareness	3	Customer services
4	Details Oriented	4	Daily record keeping
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	42	Customer services clerks
Minor group	422	Client information workers
Unit group	4229	Client information workers not elsewhere classified
Occupation	422902	Customer Data Entry Clerk

Occupation summary

Interview customers, obtain their personal data and validation papers, understand and record clients' requests and transactions, advice on completing the required procedures, enter and save customers' data on the automated system and information network, prepare daily reports regarding customers and their requests and submit them to the concerned departments;

Main accountabilities

1	Interview clients to identify their needs, record their personal data, obtain photocopy of the personal identification and other required data;
2	Identify the client's needs and help him fill the required forms and supporting papers, and guide and direct the customer towards the subsequent procedures to obtain the required service;
3	Make phone calls, and use electronic means of communication to complete the client's data, and make sure that the required documents are complete and correct;
4	Enter customer data on the facility's information network using automated software, save and archive customer data and papers received in an easy accessible way;
5	Prepare daily reports on received customer requests and data, and continuously update the database.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Customer services
2	Working with Teams	2	Customer relationship management software (CRM)
3	Self Awareness	3	Daily record keeping
4	Details Oriented	4	Document management software
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	431	Numerical clerks
Unit group	4311	Accounting and bookkeeping clerks
Occupation	431101	Accounting Clerk

Occupation summary

Perform a variety of writing duties to support various accounting processes, update daily accounting books, ledgers and other records, record financial business transactions, and maintain these records in accordance with the regulating policy and procedures;

Main accountabilities

1	Compile and prepare various invoices related to procurement and expenses and prepare statements of custody and vouchers in accordance with the regulating policy and procedures;
2	Open book accounts and specific files for all accounts, close the daily sales account at the end of each working day, and match the vouchers with the net daily sales according to the line manager's instructions;
3	Perform simple calculations and record and analyze financial data, such as averages, percentages and rates;
4	Keep accounting records and documents in files, check the accuracy of invoices and other accounting documents;
5	Prepare financial reports, review their formulas, print and distribute financial reports in accordance with the instructions of the line manager and in accordance with the regulating policy and procedures.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Book-keeping
2	Working with Teams	2	Daily record keeping
3	Self Awareness	3	Numerical data recording
4	Details Oriented	4	Accounting software
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	431	Numerical clerks
Unit group	4312	Statistical, finance and insurance clerks
Occupation	431201	Financial Clerk

Occupation summary

Assist in financial operations, such as data collection, calculation of total amounts, averages and presentation of results;

Main accountabilities

1	Collect, validate, and enter financial data into manual records or data systems;
2	Perform simple calculations and record and analyze financial data, such as averages, percentages and rates;
3	Save financial transaction records, and save supporting documents for reference;
4	Prepare, print and distribute financial reports, and review their formulas;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Financing
2	Working with Teams	2	Financial reporting
3	Self Awareness	3	Financial reporting software
4	Details Oriented	4	Document management software
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	431	Numerical clerks
Unit group	4312	Statistical, finance and insurance clerks
Occupation	431202	Insurance Clerk

Occupation summary

Process insurance policy requests, ensure that all necessary information are available, conduct limited investigations of claims, process payments after verification, and save insurance records;

Main accountabilities

1	Communicate with policyholders to verify the accuracy and integrity of information regarding claim forms, applications and related documents;
2	Review and validate the data and documents submitted by policyholders and insurance agents, including original insurance applications, to determine the necessary changes;
3	Prepare and cancel insurance policy applications, insurance claim forms, business and government forms, and other documents;
4	Calculate basic premiums, refunds, commissions, adjustments, and the new reserve requirements using standard tools, ensure that premiums and rates are calculated correctly;
5	Prepare installment bills, ensure the collection of installments, collect initial installments and issue receipts.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Insurance services
2	Working with Teams	2	Document processing software
3	Self Awareness	3	Classification of documents
4	Details Oriented	4	Document management software
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	431	Numerical clerks
Unit group	4313	Payroll clerks
Occupation	431301	Salary Clerk

Occupation summary

Perform accounting and administrative duties related to the preparation of the payroll in the institution, collect employee attendance data, calculate salaries and determine salary increases or deductions;

Main accountabilities

1	Keep record of employee attendance, leaves and overtime, and incorporate these data in payroll and accounting systems;
2	Calculate salaries, deductions, monthly compensation, decisions related to payroll, and prepare employee pay data;
3	Prepare employee payments and ensure timely processing;
4	Respond to staff inquiries regarding salary vouchers and compensation;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Staff accounting
2	Working with Teams	2	Staff social issues accounting
3	Self Awareness	3	Administration of wages
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	432	Material-recording and transport clerks
Unit group	4321	Stock clerks
Occupation	432101	Storekeeper

Occupation summary

Receive the warehouse inbound materials and goods, arrange and store goods, equipment and other materials and disburse them to the concerned authorities, and participate in the stocktaking;

Main accountabilities

1	Receive the materials to be stored to the warehouses and ensure that they comply with the specifications mentioned in the purchase orders, supply or samples;
2	Organize and arrange the goods, equipment and other materials supplied to the warehouse, arrange them in their correct places and document their data;
3	Prepare, process and dispense materials to the concerned parties based on vouchers and in accordance with the approved dispensing mechanisms;
4	Determine the needs in terms of goods and materials upon reaching the inventory threshold and keep a record of the input and output transactions related to the warehouse;
5	Participate in inventory stocktaking, and match the actual inventory results to book and record balances.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Stock-keeping
2	Working with Teams	2	Store inventory
3	Self Awareness	3	Materials control
4	Details Oriented	4	Loading/ unloading
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	432	Material-recording and transport clerks
Unit group	4321	Stock clerks
Occupation	432102	Shipping Clerk

Occupation summary

Record the goods receipt, shipment and unloading data in the appropriate records, review incoming goods based on the items of shipping invoices, papers and other documents, prepare shipping documents, settle matters related to insurance, customs, itinerary and delivery, and track shipment and receipt processes, including receiving recipients' signatures for goods received;

Main accountabilities

1	Record the data of receiving, shipping and unloading the goods in the appropriate records;
2	Review the received goods based on the items in the shipping invoices, papers, and other documents, review the items of the ready for shipment goods and examine the shipping class cost table;
3	Arrange the process of collecting goods and make sure the address and the consignee are correct, prepare shipping documents, and settle insurance customs, itinerary and delivery related matters;
4	Follow the tracking system for shipping and receiving operations, including having recipients' signatures for goods received;
5	Comply fully with procedural manuals, the regulating policy and procedure, and health and safety rules.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Shipping office
2	Working with Teams	2	Transport services
3	Self Awareness	3	Logistics
4	Details Oriented	4	Documenting receipt and delivery
5		5	Loading/ unloading

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	432	Material-recording and transport clerks
Unit group	4321	Stock clerks
Occupation	432103	Inventory Clerk

Occupation summary

Keep record of produced goods, inbound dispensed and stored materials, deal with the inventory, and ensure the provision of sufficient quantities;

Main accountabilities

1	Prepare and maintain records, inventory reports, price lists and shipments.
2	Record types and quantities of materials received for storage in the inventory record, determine stock items' prices, dates and sources as well as status in the store;
3	Record types and quantities of stock items dispensed from the warehouse and price it in accordance with the facility specified and approved pricing systems, and record the date and purpose of dispensing from the warehouse;
4	Monitor the movement of the incoming and outgoing items, participate in the stocktaking process, find differences and identify the causes, review the material custody and ensure the integrity and accuracy of the warehouse's transactions;
5	Follow policies and procedures in compliance with relevant laws and regulations.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Materials management
2	Working with Teams	2	Store inventory
3	Self Awareness	3	Warehouse work
4	Details Oriented	4	Logistics Principles & Practices
5		5	Numerical data recording

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	432	Material-recording and transport clerks
Unit group	4322	Production clerks
Occupation	432201	Production Clerk

Occupation summary

Coordinate and accelerate the flow of materials required for production, prepare production schedules, and ensure the availability of materials;

Main accountabilities

1	Estimate raw material consumption according to production based on schedules and coordinate the overall flow of raw materials;
2	Prepare production requirement schedules, ensure the availability of raw materials, and follow up adherence to schedules;
3	Collect and record production data such as production volume, productivity level, quality and material consumption rates;
4	Check the adequacy of the stock of raw materials, arrange and track shipments from suppliers;
5	Prepare performance reports and submit them to the production department.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Materials management
2	Working with Teams	2	Store inventory
3	Self Awareness	3	Warehouse work
4	Details Oriented	4	Logistics Principles & Practices
5		5	Numerical data recording

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	432	Material-recording and transport clerks
Unit group	4323	Transport clerks
Occupation	432301	Transportation Operations Clerk

Occupation summary

Keep a record of transportation operations, coordinate schedules of railway, land, sea and air transportation;

Main accountabilities

1	Prepare and maintain records and reports related to containers and passengers;
2	Plan transport routes, confirm transport reservations, and ensure availability of vacant trip times requested by customers;
3	Assign vehicles and drivers, loading and unloading activities, and arrange related appointments;
4	Ensure that necessary documents are obtained, and that invoices related to transport activities are settled and approved;
5	Follow policies and procedures in compliance with relevant laws and regulations.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Transport services
2	Working with Teams	2	Logistics
3	Self Awareness	3	Delivery monitoring
4	Details Oriented	4	Transport planning
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	43	Numerical and material recording clerks
Minor group	432	Material-recording and transport clerks
Unit group	4323	Transport clerks
Occupation	432302	Parcel Post Clerk

Occupation summary

Handle parcels inside post offices, sort and deliver them by vehicles or on foot, and keep record of the transactions;

Main accountabilities

1	Prepare and maintain records and reports related to incoming and outgoing packages including all delivery data, specific dates and prices of packages;
2	Accept, sort and distribute incoming postal parcels according to the post office distribution procedures;
3	Collect and record the revenues of parcel collection and delivery, and prepare related reports;
4	Take care of the workspace and equipment in the parcel room;
5	Follow policies and procedures in compliance with relevant laws and regulations.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Transport services
2	Working with Teams	2	Logistics
3	Self Awareness	3	Delivery monitoring
4	Details Oriented	4	Transport planning
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4411	Library clerks
Occupation	441101	Library Clerk

Occupation summary

Assist library users in using references, keep records of received, stored, lent and returned items, arrange books on shelves, and ensure the availability and usability of library assets;

Main accountabilities

1	Assist library users in using reference, indexing cards, automated information systems and check incoming and outgoing materials;
2	Keep records of the incoming, stored, outgoing and returned items, and register indexing cards according to the adopted system;
3	Place books and other library materials on shelves and keep stored materials clean and safe;
4	Maintain a good status of the library's assets, such as manuscripts, references and paper or electronic books, and submit reports and recommendations regarding their condition and usability;
5	Perform office activities, such as manually and electronically saving files, word processing and writing.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Library Service
2	Working with Teams	2	Documenting receipt and delivery
3	Self Awareness	3	Book preservation
4	Details Oriented	4	Record keeping
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4412	Mail carriers and sorting clerks
Occupation	441201	Mail Distributor

Occupation summary

Receive mail messages, arrange outgoing postal correspondence based on predetermined distribution cycles, deliver postal correspondence to the respective recipients according to their addresses;

Main accountabilities

1	Receive different types of postal correspondence based on routes of delivery, in preparation for distribution;
2	Arrange ready for delivery postal items for distribution to the addresses of their consignees according to the scheduled distribution cycles;
3	Distribute outgoing postal items to the respective recipients according to addresses, hand it over to the consignees after getting their signature and verify their identity, and collect packages delivery fees from the recipient;
4	Comply fully with procedural manuals and the postal distribution regulating policies and procedures;
5	Submit reports on the progress of work and clarify the difficulties and challenges that hinder it.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	City postal delivery service
2	Working with Teams	2	Package and mail delivery
3	Self Awareness	3	Service of documents
4	Details Oriented	4	Documenting receipt and delivery
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4412	Mail carriers and sorting clerks
Occupation	441202	Mail Sorter

Occupation summary

Receive and check mail consignments, then sort and ship them to the consignees;

Main accountabilities

1	Receive regular and registered mail, open consignments, sort postal mail items and check stamps affixed to the containing envelopes and stamp them;
2	Sort consignments according to consignees, inspect the items and stamp them with the office seal and date;
3	Package and distribute consignments to designated places for postmen to distribute, and send mail to consignees at the address provided;
4	Sort incoming mail items and distribute them to the boxes of the post office subscribers;
5	Participate in the investigation of complaints related to the loss or damage of materials sent by mail.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Mail sorting
2	Working with Teams	2	Archiving
3	Self Awareness	3	Documenting receipt and delivery
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4412	Mail carriers and sorting clerks
Occupation	441203	Mail Operations Supervisor

Occupation summary

Supervise the execution of procedures related to postal operations, ensure that the employees adhere to the approved work procedures, support his subordinates, and participate in determining the specifications, criteria, and quality levels of postal operations;

Main accountabilities

1	Supervise the implementation of all necessary technical procedures related to postal operations and follow up the work progress based on the plans and technical programs;
2	Supervise receiving and inspecting the received mail, make sure that the employees adhere to the approved work procedures and taking the appropriate corrective actions;
3	Provide the necessary support to the subordinates and ensure the transfer of experiences and knowledge necessary for their development and for improving their performance level and productivity;
4	Participate in determining the specifications, standards and quality levels required for various postal operations;
5	Perform regular technical reports related to postal works and operations, articulate faced issues and challenges, and recommend suitable solutions and preventive procedures.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Service of documents
2	Working with Teams	2	Delivery planning
3	Self Awareness	3	City postal delivery service
4	Details Oriented	4	Rural postal delivery service
5		5	Records management

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4413	Coding, Proofreading and Related Clercks
Occupation	441301	Data Encoder

Occupation summary

Receive, classify and arrange mail and use tools, equipment and supplies necessary to carry out postal coding operations, and transfer encoded and arranged work materials to the sorting machine;

Main accountabilities

1	Receive, sort and arrange mail in a suitable way for the coding machine;
2	Use the tools, equipment and supplies required to carry out, sustain and maintain postal coding operations;
3	Transfer work after encoding and arranging to the sorting machine, and convert single codes to special codes using the encoding and display monitor, in accordance with the regulating policy and procedures;
4	Comply fully with procedural manuals and the postal coding regulating policies and procedures;
5	Submit reports on the progress of work and clarify the difficulties and challenges that hinder it.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Mail sorting
2	Working with Teams	2	coding
3	Self Awareness	3	Spread sheet software
4	Details Oriented	4	Data warehouse
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4413	Coding, Proofreading and Related Clercks
Occupation	441302	Data Auditor

Occupation summary

Ensure the adequacy of data and adherence to the methods of collection and methods of obtaining them according to the established procedures, review the data sources, review the documents and papers supporting them and ensure their accuracy, supervise the collection and entry of data, ensure compliance with the procedures, manuals and methods specified, prepare periodic technical reports on the audited data, and articulate problems and challenges;

Main accountabilities

1	Ensure the adequacy of data, adhere to data collection and obtaining methods in accordance with the established procedures;
2	Review the data sources, review the supporting documents and verify their accuracy;
3	Oversee data collection and input, and ensure compliance with established procedures, manuals and methods;
4	Use auditing and reviewing methods, such as sampling, source review, and other methods to ensure the validity and accuracy of the data;
5	Prepare periodic technical reports on the audited data, articulate the problems and challenges facing the process, and propose appropriate preventive and corrective solutions and procedures;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Auditing
2	Working with Teams	2	Numerical data recording
3	Self Awareness	3	Records management
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4413	Coding, Proofreading and Related Clercks
Occupation	441303	Data Encoders/Decoder

Occupation summary

Receive incoming correspondence in code language and decrypt the encryption, and create messages in the code language;

Main accountabilities

1	Receive the correspondence received in code from using bodies in preparation for decoding and analysis and extract its message and purpose;
2	Decode incoming correspondence using the adopted methods to identify its contents and the purpose of sending it;
3	Create messages in the code language according to the instructions, and send them to the concerned authorities;
4	Use the tools, equipment and supplies required to carry out, sustain and maintain encoding operations;
5	Comply fully with procedural manuals and the encoding regulating policies and procedures;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Encryption (data security)
2	Working with Teams	2	Encryption technology
3	Self Awareness	3	Spread sheet software
4	Details Oriented	4	
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4413	Coding, Proofreading and Related Clercks
Occupation	441304	Customs Classifier

Occupation summary

Examine goods and shipments, review supporting documents and shipping certificates in English and translated language, classify goods and shipments by type, size and specifications, prepare the lists according to specified customs items, prepare daily reports of shipments data according to the specified items, and review of other relevant officials in case of any queries or additional data;

Main accountabilities

1	Examine goods and consignments, review supporting documents and shipping certificates in English and translated language;
2	Classify goods and shipments by type, size and specifications, register cargo and goods for clearance in English and translated language, and prepare related lists according to specified customs classes;
3	Compile and arrange the lists and determine the customs tariffs according to the specified prices, and send them to the clearance and tariff collection officials;
4	Prepare daily reports of shipments data according to specified items, and refer to other relevant officials in case of any additional queries or data;
5	Comply fully with procedural manuals and the customs itemization regulating policies and procedures.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Customs operations
2	Working with Teams	2	Category
3	Self Awareness	3	Spread sheet software
4	Details Oriented	4	Documenting receipt and delivery
5		5	coding

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4414	Scribes and related Workers
Occupation	441401	Transcriber

Occupation summary

Write, edit, and print correspondence and forms for employees using a word processor, a computer, or a typewriter;

Main accountabilities

1	Record verbal orders, write minutes, take oral notes, draft them according to their purpose, and review their accuracy with those involved before printing;
2	Transcribe and print correspondence, drafted and edited texts, or sound recordings using a computer, a word processor, or a typewriter;
3	Perform spelling and grammar proofreading, check the punctuation and drafting of completed works;
4	Deliver printed or transcribed documents to staff and officials after completion;
5	Comply with data and information confidentiality instructions;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Hand written document interpretation
2	Working with Teams	2	Office software suite
3	Self Awareness	3	Typing
4	Details Oriented	4	Scanning
5		5	Copying machines servicing

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4415	Filing and copying clerks
Occupation	441501	Archive Clerk

Occupation summary

Classify and archive copies of correspondence and documents in files in an organized manner;

Main accountabilities

1	Examine letters, correspondence, receipts, invoices, fees, data and other papers and documents to be saved and sorted by type and nature;
2	Classify correspondence by subject, alphabetically or any other followed system;
3	Place materials to be saved in files according to the followed classification and arrange files on shelves or inside cabinets;
4	Recover saved documents and transfer them to the concerned authorities upon request and in accordance with the instructions;
5	Maintain the order and integrity of the indexes or file indexing cards.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Record keeping
2	Working with Teams	2	Records management
3	Self Awareness	3	Archiving
4	Details Oriented	4	Document management software
5		5	Document processing software

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4415	Filing and copying clerks
Occupation	441502	Microfilm Clerk

Occupation summary

Set and adjust the tools and accessories used in microfilms, operate standard microfilming devices and equipment, or install microfilm cards inside the device, and save, arrange, and archive films, drafts and documents;

Main accountabilities

1	Identify and calibrate the tools, devices, supplies and equipment related to microfilms, ensure their readiness to operate, and maintain them regularly;
2	Operate microfilming devices and equipment, and install raw microfilm cards inside the device for imaging and processing;
3	Save, arrange, and archive films, drafts and documents in a systematic way for easy reference and use when needed;
4	Supervise the implementation of technical procedures related to standard microfilming operations, supervise the review of acid standards for film development and provide support to subordinates;
5	Perform regular technical reports related to microfilm works and operations, articulate faced issues and challenges, and recommend suitable solutions and preventive procedures.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Microfilm
2	Working with Teams	2	Classification of documents
3	Self Awareness	3	Scanner technology
4	Details Oriented	4	Archiving
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4416	Personnel clerks
Occupation	441601	Human Resources Clerk

Occupation summary

Maintain and update staff records, prepare employment reports and submit them to specialists;

Main accountabilities

1	Keep and update records of employees, record personal data of new employees, and ensure the completeness of the submitted documents;
2	Handle applications for recruitment, promotion, transport and secondment, follow-up, and collect additional data when needed;
3	Record employee occupational incidents, update his registered data, save incident supporting documents, and notify the relevant authorities;
4	Maintain the confidentiality of employees' data and deal with it carefully and verify that it is not disclosed or circulated with the concerned parties according to the set instructions;
5	Prepare employment reports, and submit them to concerned parties;

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Staff administration
2	Working with Teams	2	Daily record keeping
3	Self Awareness	3	Typing
4	Details Oriented	4	Classification of documents
5		5	

Saudi Standard Classification of Occupations

Occupation data

	Code	Title
Major	4	Clerical support workers
Sub-major group	44	Other clerical support workers
Minor group	441	Other clerical support workers
Unit group	4419	Clerical support workers not elsewhere classified
Occupation	441901	Correspondence Clerk

Occupation summary

Read the incoming correspondence to identify the nature of the inquiries, requests or complaints of the senders, determine the disposition of the correspondence, write letters in response to correspondence related to the items of inquiries or requests, carry out correspondence writing and administrative and written procedures, use word processing systems, and manage files and records;

Main accountabilities

1	Read incoming correspondence to identify the nature of the sender's inquiries, requests or complaints and determine the disposition of these correspondence;
2	Write letters in response to correspondence items regarding inquiries, requests for goods, claims, requests for information or unsatisfactory service;
3	Collect records related to the specific problem requests, review them for completeness and accuracy, and attach correspondence records when necessary;
4	Carry out correspondence, administrative and clerical procedures, use word processing systems, and manage files and records;
5	Comply fully with procedural manuals and the regulating policy and procedure.

Educational requirements

Minimum education level	Lower secondary education	Education field (1)	Literacy and numeracy
		Education field (2)	
		Education field (3)	

Saudi Standard Classification of Occupations

Technical and behavioral skills

#	Behavioral skills	#	Technical skills
1	Team Work	1	Typing
2	Working with Teams	2	Email software
3	Self Awareness	3	Record keeping
4	Details Oriented	4	Records management
5		5	Archiving