

Order Clerks (43-4151)

Occupation description: Receive and process incoming orders for materials, merchandise, classified ads, or services such as repairs, installations, or rental of facilities. Generally receives orders via mail, phone, fax, or other electronic means. Duties include informing customers of receipt, prices, shipping dates, and delays; preparing contracts; and handling complaints. Excludes Dispatchers, Except Police, Fire, and Ambulance (43-5032) who both dispatch and take orders for services.

Employment and Job Openings

	Employment			Average annual openings		
	2016 estimate	2026 projection	Percent change	Labor force exits	Occupation transfers	Total
Alaska	275	278	1.1	13	18	31
United States	179,000	175,300	-2.1	8,200	11,600	19,430

Job outlook

Alaska: Alaska's employment growth is low with moderate employment opportunities. [Read more.](#)

2018 Wages ?

	Mean Wage	Wage by Percentile				
	Mean	10th	25th	Median	75th	90th
United States	17.21	10.71	12.75	16.09	20.56	25.59
Alaska	15.94	11.44	13.28	15.76	18.36	21.20
Anchorage/Mat-Su Area	15.89	10.69	13.00	15.34	18.52	22.17

Labor Force Indicators

2016 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
291	23	7.9	38.5	28.6

2016 Potential Supply

Qualified but working in another occupation	77
Currently employed in a lower paid occupation	22
UI claimants previously working in occupation	24

2016 ALEXsys Employment Data

Number of registrants	104
Number of job position postings	9
Ratio of registrants to job position postings	11.6

Typical Entry-level Education, Experience, and/or On-the-job Training

Education: High school diploma or equivalent

Work experience: None

On-the-job training: Short-term on-the-job training

Training Resources

	Degree
Alaska Computer Business Solutions LLC (Anchorage)	
Access Boot Camp	
Access Level 1	
Access Level 2	
Access Level 3	
Access Level 4	
Acrobat Pro Level 1	
Acrobat Pro Level 2	
CyberSAFE Internet Security	
Excel Level 1	
Excel Level 2	
Excel Level 3	
Outlook 2013 Level 1	
Outlook 2013 Level 2	
Word Level 1	
Word Level 2	
Word Level 3	

	Degree
Alaska Housing Finance Corporation (Anchorage)	
Accuplacer Testing	
AlaskaHost Customer Service Essentials	
Basic Computer Skills Level 1	
Basic Computer Skills Level 2	
Basic Computer Skills Level 3	
Basic Keyboarding	
Computer Skills Level 3	
Internet Concepts and Applications	
Introduction to Personal Computers	
MS Digital Literacy Certification	
PC Repair	
Preparation for MOS Excel Certification	

Preparation for MOS Word Certification	
Proofreading	
Spreadsheets	
Using Your Galaxy Tablet	
Web Page Design	
Word Processing	

Degree

Alaska Technical Center (Kotzebue)

Workplace Basics	
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Degree

Amundsen Educational Center (Soldotna)

Computer Information Processor	
General Office Clerk	
Microsoft Excel	
Microsoft Outlook	
Microsoft PowerPoint	
Microsoft Word	
Quickbooks	

Degree

AVTEC (Seward)

Business & Office Technology Office Assistant	Certificate
MS Excel 2010 Level 1	
MS Excel 2010 Level 2	
MS Excel 2013	

Degree

Galena Interior Learning Academy (Galena)

Computer Science	
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Degree

Iisagvik College (Barrow)

IC3 - Internet and Computing Core Certification	Certificate
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Degree

Literacy Council of Alaska (Fairbanks)

Computer Literacy	
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Degree

North Star Computing (Fairbanks)

Effective Business Writing	
Excel Complete	
Outlook Complete	
Project	
Word Complete	

	Degree
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Northern Industrial Training (Palmer)

Microsoft Access / COMP001	
Microsoft Excel / COMP002	
Microsoft Office Introduction / COMP003	
Microsoft Office Powerpoint	
Microsoft Outlook / COMP004	
Microsoft Project / COMP005	
Microsoft Publisher / COMP006	
Microsoft Word / COMP007	

	Degree
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Partners for Progress in Delta, Inc (Delta Junction)

Business English	
Microsoft Excel	
Microsoft PowerPoint	
Microsoft Word	

	Degree
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Southwest Alaska Vocational and Education Center (Igiugig)

MS Access, Basic	
MS Excel, Advanced	
MS Excel, Intermediate	
MS Suite, Certificate of Completion	
Personal Computers/Cell Phones, Introduction	
Quickbooks Certificate of Completion	

	Degree
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University of Alaska Anchorage (Anchorage)

Office Technology	CT1
Office Technology	OEC

	Degree
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University of Alaska Anchorage, Kenai (Soldotna)

Office Technology	CT1
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Office Technology	OEC
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Degree	
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University of Alaska Anchorage, Kodiak (Kodiak)

Office Technology	CT1
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Office Technology	OEC
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Degree	
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University of Alaska Anchorage, Mat-Su (Palmer)

Office Technology	CT1
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Office Technology	OEC
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Degree	
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Vocational Training and Resource Center (Juneau)

Advanced Microsoft Access	
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Advanced Microsoft Excel	
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Advanced Microsoft Outlook	
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Advanced Microsoft Word	
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Application Development with Access	
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Application Development with Access 2016	
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Creating Forms in Microsoft Word	
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Data Analysis: Excel Pivot Tables	
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Data Analysis: Excel Power Pivots	
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Data Analysis: Excel PowerPivots	
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Data Analysis: Pivot Tables	
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Excel 2016 VBA	
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Introduction to Computers & Windows	
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Introduction to Microsoft Access	
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Introduction to Microsoft Excel	
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Introduction to Microsoft Outlook	
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Introduction to Microsoft Word	
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Introduction to OneNote	
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Degree	
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WinCertification (Red Devil)

Basic Computers 15 Clock Hrs	
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Intro to Computing IC3 45 Clock Hrs	
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Intro to Windows 30 Clock Hrs	
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Introduction to MS Access	
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Introduction to MS Excel	
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Introduction to MS Word	
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Keyboarding 15/30/45 Clock Hrs	
Microsoft Digital Literacy	
Microsoft: Windows Server	
Various online courses	

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