


 **Subject: Business Studies**

 **Class: JSS1**

 **Week 4**

 **Topic: Office Staff**

1. Meaning of Office Staff

Office staff refers to the people who work in an office to help carry out the day-to-day administrative and clerical tasks of an organization. They are responsible for running the office efficiently and ensuring that all business operations are properly recorded, communicated, and managed.

The office staff includes people like clerks, secretaries, typists, and administrative officers.

2. Description of a Clerical Staff

A **clerical staff** (also called a **clerk**) is a person employed in an office to carry out routine administrative tasks such as:

- Filing documents
- Recording information
- Typing letters
- Answering telephone calls
- Handling emails and correspondence
- Registering visitors

Clerical staff are very important because they help to keep the office organized and running smoothly.

3. Functions of a Clerical Staff

A clerical staff performs several key functions in an office. These include:

Function	Explanation
Filing Documents	Arranging and storing documents for easy retrieval
Typing and Word Processing	Preparing letters, memos, reports, etc.
Receiving and Sending Mails	Handling incoming and outgoing mail and emails
Recording Transactions	Entering financial or administrative data into ledgers or databases
Photocopying Documents	Making copies of important files or papers
Answering Phones/Calls	Attending to customer or partner calls
Keeping Registers	Maintaining records like attendance books or visitor logs

4. Qualities of a Good Clerical Staff

A good clerical staff should have the following personal and professional qualities:

Quality	Description
Honesty	Tells the truth and does not steal or cheat
Neatness	Keeps files and work area tidy and clean
Punctuality	Always comes to work on time
Confidentiality	Keeps office secrets and does not leak sensitive information
Accuracy	Enters correct data and avoids careless mistakes
Obedience	Follows rules and instructions from superiors
Communication	Able to read, write, and speak clearly and politely
Computer Skills	Can use computers and office software (optional but important)

These qualities help a clerical staff do their work well and earn the trust of the organization.

5. Ways of Keeping Office Information Confidential

Some office information is private and should not be shared with unauthorized people. To protect such information, the following measures should be taken:

Method	Explanation
Use of Passwords	Computers and emails should be locked with passwords
Locking Files in Cabinets	Store sensitive documents in locked drawers or safes
Avoid Discussing Work Publicly	Do not talk about office secrets in public or with outsiders
Use of Confidential Stamps	Stamp sensitive documents as “Confidential” to limit access
Shredding Unused Documents	Tear or destroy documents that are no longer needed
Training Staff on Privacy Rules	Educate staff about the importance of data privacy

Confidentiality builds trust and protects the organization from fraud and information leakage.