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## **Clerks and Cashiers: An Endangered Species**

The United States has gained 387,000 managers but lost almost two million clerical jobs since 2007, as new technologies replace office workers.

The number of such clerical workers as bookkeepers, bank tellers, data entry key punchers, file clerks and typists has been falling, pointing to a broad, structural decline. The number of retail cashiers has also dropped as online shopping and self-checkout systems erode another entry-level, low-wage occupation.

Clerical workers still account for 16 per cent of U.S. jobs, but technology will probably keep on eliminating them.

Demand for people who devise ways to replace clerical workers – such as operations managers, management analysts and logisticians – grew substantially.

“We see growth in jobs that require complex, personalized interactions, such as home health aides, and continued declines in routine transaction and production jobs that can be scripted and automated,” said Susan Lund, co-author of a McKinsey Global Institute report on the future of work.