AI IMPACT REPORT NO. 156 · REVISED 5 OCTOBER 2026 · 250 ROLES COVERED

Clerical Assistants

AI extensively automating data entry, filing, scheduling, and routine correspondence.

EXPOSURE	WINDOW	ADOPTION TODAY	READING
68 High exposure	0–3 yrs until change lands	Very High	Substantial automation of routine work. Exposure is the share of today's work AI can plausibly take on within the window.

§ 01 WHAT IS HAPPENING

What is happening to clerical assistants

Impact

AI tools are highly capable of performing tasks like data entry from forms, digital document filing and organization, basic scheduling, drafting standard emails, transcribing notes, and answering common internal queries. This drastically reduces the need for manual execution of many traditional clerical duties.

Risk

Massive task automation; role likely to contract significantly or require substantial upskilling to higher-value support.

The traditional Clerical Assistant role, centered on manual, repetitive administrative and data processing tasks, faces a very high degree of automation by AI. The number of such roles is expected to decline. Surviving or evolving roles will require a shift towards managing AI tools, handling complex exceptions, providing more specialized support, or a broader range of administrative coordination that requires human judgment.

Sector readiness

Widespread & Deep Integration via Office Software & Specialized Tools

AI is a standard feature in modern office productivity suites and specialized tools for data entry, document management, and scheduling, leading to high automation levels for core clerical functions.

§ 02 POSITION

Where you stand

i The Clerical Assistant role is facing one of the highest levels of task automation due to AI, particularly for routine data entry, filing, and scheduling.

ii Many traditional duties are being streamlined or fully automated by AI integrated into standard office software.

iii To remain relevant, individuals in these roles must urgently upskill to manage AI tools, handle complex exceptions, provide higher-value administrative support, or transition to more specialized roles. A proactive approach to learning new technologies is critical.

§ 03 ACTIONS 15 POINTS

What this means for you

Concrete changes to how the work gets done, in the order you are likely to meet them.

01 **Automated Data Entry & Verification.** AI tools will extract data from paper or digital forms and input it into systems, with humans potentially verifying exceptions or low-confidence extractions.

02 **Intelligent Document Filing & Retrieval.** AI can automatically categorize, tag, and file digital documents, making them easily searchable and retrievable.

03 **AI-Assisted Scheduling & Calendar Management.** AI can handle most routine meeting scheduling, appointment booking, and calendar updates.

04 **Automated Drafting of Routine Correspondence.** Generative AI can create first drafts of standard emails, letters, or internal memos based on templates or prompts.

05 **Transcription of Meetings & Voice Notes.** AI services will automatically transcribe spoken words from meetings or dictation into text.

06 **Reduced Need for Manual Record Keeping.** Many record-keeping tasks will be automated as part of digital workflows managed by AI.

07 **Focus on Exception Handling & Problem Solving.** Your role may shift to dealing with administrative tasks or data issues that AI cannot process or where errors occur.

08 **Managing & Overseeing AI Administrative Tools.** Potentially becoming a "super-user" or administrator for the AI tools used by the department or office.

09 **Providing Human Interface for Complex Inquiries.** Handling internal or external inquiries that are too nuanced or complex for AI chatbots or automated systems.

10 **Supporting More Specialized Administrative Functions.** Upskilling to take on tasks like basic project coordination, preparing more complex reports (using AI-collated data), or event support.

11 **Data Quality Assurance.** Reviewing and ensuring the accuracy of data processed or entered by AI systems.

12 **Training AI Models (Implicitly).** Your corrections to AI-generated documents or data entries can help improve the AI models over time.

13 **Office Organization & Logistics (Human Touch).** Tasks requiring physical presence or complex human interaction, like organizing physical office spaces or complex event logistics, will remain.

14 **Upskilling into Broader Administrative or Operational Roles.** A strong need to acquire new skills (e.g., basic data analysis, project support, advanced software proficiency) to remain competitive.

15 **Potential Role Consolidation.** As AI automates tasks, fewer dedicated clerical assistant roles may be needed, with duties absorbed by other roles or more specialized assistants.

§ 04 CAUSES 10 DRIVERS

What is pushing this change

01 **Advancements in AI for Data Extraction (OCR) & NLP.** AI can accurately "read" documents, extract structured data, understand and generate routine text, automating core clerical work.

02 **Integration of AI into Office Productivity Suites.** Tools like Microsoft Copilot and Google Workspace AI embed these automation capabilities directly into everyday software.

03 **High Volume of Repetitive, Rule-Based Clerical Tasks.** Data entry, filing, basic scheduling, and form processing are highly repetitive and ideal for AI automation.

04 **Need for Cost Reduction & Efficiency in Admin Support.** Automating clerical tasks is a clear way for organizations to reduce administrative overhead and improve efficiency.

05 **Digitization of Documents & Workflows.** As more information becomes digital, AI tools can more easily access and process it for automation.

06 **Availability of Affordable Cloud-Based AI Tools.** Many AI tools for transcription, scheduling, and data entry are now accessible as low-cost SaaS solutions.

07 **Desire to Free Up Other Staff from Admin Burdens.** Automating clerical tasks allows professionals and managers to focus on their core responsibilities.

08 **Improvements in AI Scheduling & Calendar Management.** AI can now handle complex scheduling requests for multiple attendees, find optimal times, and manage calendars.

09 **Automation of Basic Report Generation.** AI can pull data from various systems to compile standard reports automatically.

10 **AI-Powered Transcription Services.** AI provides fast and increasingly accurate transcription of audio from meetings or dictation.

§ 05 VARIATION 5 SECTORS

Impact by sector

The headline figure is an average. Where you work changes the picture.

General Office Clerks	High automation of tasks like typing, filing, basic correspondence, and scheduling. Role requires significant upskilling or faces decline.
Data Entry Specialists	Very high automation with AI-powered OCR and data extraction tools. Demand for purely manual data entry roles will plummet.
Filing Clerks	Digital document management systems with AI for auto-tagging and search are largely replacing manual filing.
Receptionists (Basic functions)	AI visitor management systems and chatbots can handle basic check-ins and inquiries. Human role shifts to complex guest services and security.
Mail Room Clerks	Automated mail sorting and digital communication are reducing the need for manual mail processing.

§ 06 PREPARATION 8 SKILLS

Skills to build

The skills that keep the human part of this work valuable as the routine part is automated.

01 **Proficiency with AI-Powered Office Software & Admin Tools.** Skill in using AI features within Microsoft 365, Google Workspace, scheduling tools, and document management systems.

02 **Organizational Skills & Attention to Detail (for oversight).** Ensuring AI-processed information is accurate, well-organized, and identifying errors in automated workflows.

03 **Problem-Solving & Exception Handling.** Handling administrative requests or data issues that AI cannot resolve or where automation fails.

04 **Communication Skills (for complex interactions).** Effectively interacting with colleagues or clients for tasks that still require a human touch or nuanced understanding.

05 **Adaptability & Willingness to Learn New Technologies.** Continuously learning new AI tools and adapting to evolving office procedures as more tasks become automated.

06 **Basic Data Management & Verification.** Understanding how data is processed by AI, ensuring data quality, and verifying the accuracy of AI-generated outputs.

07 **Time Management (for higher-value tasks).** Managing a workload that may shift towards more varied and less predictable tasks once routine work is automated.

08 **Customer Service Orientation (if interacting with people).** Providing a helpful and efficient human point of contact for inquiries or issues that are escalated from AI systems.

§ 07 INSTRUMENTS 11 ENTRIES

Tools in use

KINDS OF TOOL WORTH KNOWING

01 **AI Assistants in Office Suites (Microsoft Copilot, Google Workspace AI).** AI embedded in email, calendar, word processing, and spreadsheet applications to automate common clerical tasks.

02 **AI-Powered Data Entry & OCR Tools.** Software that uses Optical Character Recognition and AI to extract data from scanned documents or PDFs and input it into systems.

03 **Automated Scheduling Software.** AI tools that can manage complex calendars, find optimal meeting times, and send automated reminders.

04 **AI Transcription Services.** Services that use AI to convert audio from meetings or voice notes into text accurately and quickly.

05 **Intelligent Document Management Systems.** Platforms that use AI for automatic tagging, categorization, version control, and intelligent search of digital files.

06 **Generative AI for Drafting Emails & Documents.** Large Language Models used to help draft routine correspondence, internal memos, or basic reports.

NAMED TOOLS ALREADY IN USE

Microsoft Copilot for Microsoft 365
AI assistant integrated across Microsoft Office apps to help with email drafting, scheduling, document summarization, and data entry.

Google Workspace (with Gemini/Duet AI features)
Google's productivity suite with AI features for smart compose in Gmail, data analysis in Sheets, and document organization.

Abbyy FineReader / Adobe Acrobat Pro (for OCR & data extraction)
Software solutions specializing in OCR and AI-driven data capture from various document types.

Otter.ai / Descript (for transcription)
Popular AI-powered tools for transcribing audio and video content with high accuracy.

Zapier / Make (for automating workflows between apps, often AI-assisted)
Integration platforms that can automate tasks between different software applications, often triggered or enhanced by AI logic.

§ 08 EXAMPLES 5 EXAMPLES

In practice

Ways people in this role are already using AI, and what they get from it.

Automate Data Entry from Invoices into Spreadsheets

EXAMPLE 1

HOW Employ AI-powered OCR tools or features in spreadsheet software to extract data from scanned invoices or PDFs and populate relevant fields automatically.

GAIN Drastically reduces manual data entry time, minimizes errors, and frees you up for tasks requiring more human judgment.

Use AI to Schedule Team Meetings Efficiently

EXAMPLE 2

HOW Utilize an AI scheduling assistant (like Microsoft Copilot in Outlook) by providing it with a list of attendees and preferred times; let it find the optimal slot and send invites.

GAIN Saves considerable time and back-and-forth communication otherwise spent on coordinating schedules for multiple people.

Transcribe Recorded Meeting Minutes Automatically

EXAMPLE 3

HOW Upload an audio recording of a team meeting to an AI transcription service (like Otter.ai) to get a full text transcript and an AI-generated summary.

GAIN Eliminates the need for manual transcription, provides an accurate record of discussions, and facilitates quick review of key points.

Draft Standard Reply Emails with AI Assistance

EXAMPLE 4

HOW Use AI features in your email client (e.g., Smart Reply in Gmail, Copilot in Outlook) to generate quick, standard responses to common inquiries.

GAIN Speeds up email response times for routine matters and ensures consistent messaging.

Organize and Tag Digital Files Intelligently

EXAMPLE 5

HOW If your document management system uses AI, it can automatically suggest tags, categorize files based on content, and make searching more efficient.

GAIN Improves information retrieval, reduces time spent searching for documents, and helps maintain an organized digital filing system.

§ 09 CONTEXT

How this role compares

Three neighbouring roles chosen to show the direction of travel.

Typists / Dictation Takers MORE EXPOSED	AI IMPACT	Extremely High (AI speech-to-text is highly accurate and fast; generative AI can draft documents from prompts)
	WORK MOVES TO	Very significant role decline, these tasks are almost fully automatable.
Office Technology Specialists / AI Tool Administrators DIFFERENT SKILLS, GROWING	AI IMPACT	Foundational/Enabling (They implement, configure, and train users on the AI tools that automate clerical work)
	WORK MOVES TO	Technical skills in IT support, software administration, understanding AI capabilities, and training.
Executive Assistants (High-level strategic & interpersonal support) COMPLEMENTARY, LESS EXPOSED	AI IMPACT	High Augmentation for routine tasks, but core value in strategic calendar management, complex problem-solving, gatekeeping, and high-trust interpersonal support remains human.
	WORK MOVES TO	Exceptional organizational, communication, and interpersonal skills; proactiveness; discretion.

§ 10 VERDICT

Closing judgement

> For Clerical Assistants, AI is a major driver of task automation. The role must evolve significantly, focusing on overseeing AI tools, handling complex exceptions, providing higher-value human-centric support, and continuous upskilling in new office technologies to remain indispensable.

§ 11 BASIS REVISED 5 OCTOBER 2026

Evidence and revisions

What the exposure figure rests on, what changed when it was last revised, and the published work cited for this role.

SCORE

75 to 68

WINDOW

0-3 years (unchanged)

The 5 October 2026 review moved the score down by 7 points.

Exposure Index v2. Inputs: task applicability 48/100 (Microsoft AI applicability score 0.24 for Office clerks, general); observed usage 60/100 (Anthropic observed exposure 0.45); official exposure tier 100/100 (BLS: very high); labour-market trajectory 65/100 (BLS projects employment to fall 6% over 2025–35); published adoption rating 85/100 (very high adoption). Weighted base 68.2. Final score 68. The previous figure of 75 was lowered by 7 points: the earlier method kept 60% of the weight on an undocumented editorial prior and capped movement at fifteen points, so the measured evidence was only partly reflected. The change window is unchanged.

HOW THE FIGURE IS BUILT (EXPOSURE INDEX V2)

Task applicability — Microsoft Research, AI applicability score	48 × 35%	16.9
Observed usage — Anthropic Economic Index, observed exposure	60 × 20%	12.0
Official exposure tier — US BLS AI-exposure category	100 × 20%	20.0
Labour-market trajectory — US BLS projected employment change 2025–35	65 × 10%	6.5
Published adoption rating — This report's adoption level	85 × 15%	12.8
Weighted base		68.2
Exposure score		68

MEASURES BEHIND THE SCORE

US Bureau of Labor Statistics · *Employment Projections 2025–35 and AI Exposure Categories* (27 August 2026)

AI-exposure tier: Very high. Projected employment change 2025–35: -6.0%. Matched to Office clerks, general.

PUBLISHER PDF ARCHIVED COPY

Microsoft Research · *Working with AI: Measuring the Applicability of Generative AI to Occupations* (10 July 2025)

AI applicability score 0.24 (percentile 78 of 785 occupations) for SOC 43-9061.

PUBLISHER PDF ARCHIVED COPY

Anthropic · *Anthropic Economic Index report: Cadences* (26 June 2026)

Observed exposure 0.45 for SOC 43-9061 (percentile 97 of 756 occupations).

PUBLISHER PDF

International Labour Organization · *Generative AI and Jobs: A Refined Global Index of Occupational Exposure* (May 2025)

All thirteen occupations in the ILO's highest exposure gradient are clerical, including data entry clerks, typists, accounting and bookkeeping clerks and general office clerks.

PUBLISHER PDF ARCHIVED COPY

World Economic Forum · *The Future of Jobs Report 2025* (7 January 2025)

Administrative assistants, executive secretaries, data entry clerks and accounting/bookkeeping clerks all appear on the WEF 2030 fastest-declining list.

PUBLISHER PDF

UK Department for Science, Innovation and Technology · *Assessment of AI capabilities and the impact on the UK labour market* (28 January 2026)

UK context: around 70% of UK workers are in occupations with tasks AI could perform or enhance, above the US average; a one-standard-deviation rise in exposure was associated with a 3.9% fall in UK job postings.

PUBLISHER ARCHIVED COPY

ALSO CITED FOR THIS ROLE

McKinsey Global Institute · *Agents, robots, and us: Skill partnerships in the age of AI* (25 November 2025)

Administrative work is among the "agent-centric" occupations where automatable activities exceed half of working hours.

PUBLISHER

Archived copies are served only where the licence permits; otherwise the link goes to the publisher. Full research library: https://www.careerguard.ai/sources

§ 12 APPENDIX

Method and sources

Each report was written from a large body of published research. The exposure score itself is computed, not written: it is the CareerGuard Exposure Index, a weighted average of occupation-level measures from the US Bureau of Labor Statistics (AI-exposure classification and 2025–35 projections), Microsoft Research (AI applicability scores) and Anthropic (observed exposure), together with the adoption rating published on the report. The organisations and publications below are the standing literature behind the narrative sections. Every source, with dates, licences and archived copies where we are permitted to hold them, is catalogued in the research library.

Exposure Index v2 (October 2026). Each input is scaled to 0–100 and weighted: task applicability 35% (Microsoft AI applicability score ÷ 0.5), observed usage 20% (Anthropic observed exposure ÷ 0.75), official exposure tier 20% (BLS very high = 100, high = 70, moderate = 40, low = 10), labour-market trajectory 10% (50 2.5 × projected % employment change), published adoption rating 15% (very high = 85, high = 70, medium-high = 55, medium = 40, low-medium = 25, low = 10). Inputs not measured for an occupation are dropped and the remaining weights renormalised. An editorial adjustment of at most ±12 points is allowed only for automation channels the measures cannot see (robotics, self-service, machine vision, medical imaging, RPA/OCR, generative video) and is always logged with its reason. Scores are whole numbers, not rounded to five. The change window shifts one notch (a year at each end) per ten points of movement.

I GLOBAL AND MACROECONOMIC IMPACT OF AI ON WORK

World Economic Forum

The Future of Jobs Report series — Employer survey of expected job growth and decline, skill shifts and technology adoption (2020, 2023 and 2025 editions); Artificial Intelligence and the Future of Entry-Level Work (2026).
AI governance and transformation reports — Frameworks on ethical AI, talent strategy and industry transformation.

McKinsey Global Institute

AI, Automation and the Future of Work series — Research quantifying automation potential by task, sector and demographic, from "Jobs Lost, Jobs Gained" to "Agents, robots, and us" (2025).
Industry-specific reports — Financial services, healthcare, manufacturing and others.

PwC

Global AI Jobs Barometer — Annual analysis of job postings and productivity by AI exposure (2024–2026 editions).
Upskilling Hopes and Fears survey — Employee perceptions and readiness.

Microsoft Research and Anthropic

Working with AI (2025); Anthropic Economic Index (2025–2026) — Occupation-level usage data from Copilot and Claude conversations, the two observed-usage measures behind the 2026 revision.

Stanford Digital Economy Lab and Stanford HAI

Canaries in the Coal Mine? (2025–2026); AI Index Report (annual) — Payroll evidence on early-career employment in exposed occupations; annual measurement of AI capability, investment and adoption.

Deloitte

Human Capital Trends series — Workforce, talent and HR technology trends.
Tech Trends series — Emerging technologies and their business implications.

Accenture

Technology Vision series — Forward-looking analysis of emerging technology, with emphasis on AI.
Fjord Trends — Design, innovation and human experience in a digital world.

Boston Consulting Group

AI/ML insights and industry solutions — "The AI Revolution in the Workplace" and related research.

EY

AI and workforce reports — Adoption, talent strategy and ethics.

IBM Institute for Business Value

AI and automation studies — Business models, workforce evolution and leadership.

OECD

AI Policy Observatory — International data and policy on AI, labour markets and skills.
Employment Outlook — Labour-market trends including technological impact (2023–2026 editions).

International Labour Organization

Generative AI and Jobs: A Refined Global Index of Occupational Exposure (2025) — Task-level exposure gradients for every ISCO occupation; successor to the 2023 global index.

International Monetary Fund

Staff Discussion Notes on AI and work (2024, 2026) — Complementarity framing: where AI augments and where it substitutes.

UK Department for Science, Innovation and Technology

Assessment of AI capabilities and the impact on the UK labour market (2026) — UK occupational exposure and job-posting evidence.

Brookings Institution

AI and automation research — Economic and social implications, displacement and skills.

Yale Budget Lab and Goldman Sachs Research

Tracking the Impact of AI on the Labor Market; AI and the US labour market (2026) — Aggregate labour-market monitoring; macro displacement estimates.

Oxford University (Oxford Martin School)

The Future of Employment — Frey & Osborne and subsequent research on susceptibility to automation.

MIT Technology Review
AI & Work — Reporting on AI research and its implications for industries and jobs.

Gartner
Hype Cycle for Artificial Intelligence — Maturity and adoption of AI technologies.
Future of Work reports — Workplace models and talent strategy.

U.S. Bureau of Labor Statistics
Employment Projections 2025–35; AI Exposure Categories; Occupational Outlook Handbook — Ten-year employment projections and, from the 2025 cycle, an AI-exposure tier for every detailed occupation.

Indeed Hiring Lab
AI at Work Report (2025) and posting-market updates — Skill-level transformation estimates and job-posting trends by occupation.

II CORE AI AND MACHINE-LEARNING RESEARCH

OpenAI
Research papers, blog and API documentation — Large language models, generative AI, safety and societal impact.

Google DeepMind
Research papers and blog — Reinforcement learning, AI for science, AGI and ethics.

Meta AI
Research papers and blog — Large language models, computer vision, AI for social good.

Hugging Face
Transformers library and model hub — Open-source state-of-the-art NLP models.

TensorFlow and PyTorch
Documentation and community forums — Core frameworks illustrating practical capability.

arXiv
cs.AI, cs.LG, cs.CV, cs.CL — Pre-print research.

NeurIPS and ICML
Conference proceedings — Top-tier academic research.

ACM and IEEE
Journals and proceedings — ACM Computing Surveys; IEEE Transactions on AI.

Kaggle
Datasets and competition solutions — Applied machine learning on real-world problems.

The Alan Turing Institute
Research and reports — Responsible and applied AI.

III ETHICAL AND RESPONSIBLE AI DEPLOYMENT

NIST
AI Risk Management Framework — Voluntary framework for managing AI risk.

European Commission
AI Act — Risk-tiered legal framework for AI.
Ethics Guidelines for Trustworthy AI — Principles for responsible development.

Partnership on AI
Research and best practice — Responsible AI development.

AI Now Institute
Annual reports — Social implications: power, inequality, rights.

ACM FAccT
Proceedings — Fairness, accountability and transparency.

Data & Society
Publications — Social implications of data-centric technology.

WIPO
Conversation on IP and AI — Intellectual-property implications of AI.

IEEE Global Initiative on Ethics of A/IS
Ethically Aligned Design — Recommendations for ethical AI design.

Center for AI and Digital Policy
Policy briefs — Accountable AI policy.