

Receptionists

SOC: 43-4171 • Career Profile Report

■ Key Facts

\$37,230 Median Salary	1,007,200 Employment	+0.0% Growth Rate
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■ Requirements & Salary Range

Education: High school diploma

■ Automation Risk Assessment

Medium Risk - 42.0% probability of being automated in the next 10-20 years.
This job has some routine elements but still requires human judgment and interaction.

■ Work-Life Balance

7.3/10 - Good work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.8/10	Investigative	5.4/10
Artistic	4.0/10	Social	6.2/10
Enterprising	5.4/10	Conventional	9.2/10

■ Top Skills Required

Communication skills, Computer skills, Customer-service skills, Integrity, Interpersonal skills, Organizational skills

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Receptionists typically perform the following tasks: • Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments. • Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations. • Receive payment and record receipts for services. • Schedule appointments and maintain and update appointment calendars. • Transmit information or documents to customers, using computer, mail, or facsimile machine. • Hear and resolve complaints from customers or the public. • File and maintain records. • Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided. • Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents. • Collect, sort, distribute, or prepare mail, messages, or courier deliveries. • Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area. • Analyze data to determine answers to questions from customers or members of the public. • Calculate and quote rates for tours, stocks, insurance policies, or other products or services. • Keep a current record of staff members' whereabouts and availability. • Schedule space or equipment for special programs and prepare lists of participants. • Process and prepare memos, correspondence, travel vouchers, or other documents. • Enroll individuals to participate in programs and notify them of their acceptance. • Take orders for merchandise or materials and send them to the proper departments to be filled. • Enter and update databases of contact information, such as names, addresses, and phone numbers.

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Source: <https://www.bls.gov/ooh/office-and-administrative-support/receptionists.htm>