

CAREER FACT SHEET

Receptionists

Snapshot

Receptionists receive and welcome visitors, patients, guests and clients, and respond to enquiries and requests.

How many are employed in this occupation?	181,000
What are the average weekly earnings for full time workers?	\$1,092
How does unemployment compare with other occupations?	Average
What are the job prospects for this occupation?	Low
What will be the likely future employment growth for the next five years?	Relatively Steady

Main employing industries

Health Care and Social Assistance; Professional, Scientific and Technical Services; Accommodation and Food Services; Education and Training

Tasks

This occupation may include associated occupations with varying tasks.

- greeting and welcoming visitors, and directing them to the appropriate person
- arranging and recording details of appointments
- answering inquiries and providing information on the goods, services and activities of the organisation
- answering, connecting and transferring telephone calls
- receiving and resolving complaints from clients and the public
- receiving and distributing correspondence, facsimile messages and deliveries
- maintaining the reception area
- advising on and arranging reservations and accommodation
- may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying

INDUSTRY OVERVIEW

Public Administration and Safety

If you enjoy complex problem solving, and are a critical thinker who is good at communicating with people and undertaking administrative tasks, then the Public Administration and Safety sector might have a career pathway for you. The Public Administration and Safety industry is primarily made up of Federal, State and Local Government legislative, executive and legal agencies. These bodies provide physical, social, economic and general public safety and security services and are charged with enforcing regulations. Maybe you have always dreamt about being a Police or Ambulance officer, or want to work in a role that services members of the public. Perhaps you are interested in public policy, legislation and regulation. The Public Administration and Safety sector offers opportunities in these and many other fascinating areas.

Possible job pathways

- Auditors and Company Secretaries
- Economists
- Contract, Program and Project Administrators
- Filing and Registry Clerks
- General Clerks
- Human Resource Clerks
- Human Resource Managers
- Human Resource Professionals
- Inquiry Clerks
- Keyboard Operators (Data Entry Operator)
- Other Clerical & Administrative Workers
- Payroll Clerks
- Personal Assistants
- Policy and Planning Managers
- Receptionists
- Secretaries
- Cartographers and Surveyors
- Fire and Emergency Workers
- Inspectors and Regulatory Officers
- Police
- Prison Officers
- Safety Inspectors
- Security Officers and Guards
- Social Workers
- Archivists, Curators and Records Managers
- Primary Products Inspectors
- Urban and Regional Planners



Public Administration and Safety

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