



| NSW Department of Education

Receptionist

Receptionists are the face of the company. They are the first and last point of contact for visitors and respond to enquiries and requests. Receptionists support everyone in the business, from IT staff, sales teams and cleaners to senior executives.

What receptionists do

Receptionists act as ambassador for their company. They welcome visitors or clients, take details and help them with initial problems or enquiries.

They provide administrative support, handle busy phone switchboards, and if required, can step into managerial or customer service positions. Their responsibilities vary depending on the business. For example, medical receptionists gather patients' personal information and direct them to the waiting room while in corporations, they greet visitors and manage the scheduling of meeting rooms.

Despite the widespread use of voicemail, receptionists still take messages and inform employees of client or customer arrivals.

They also accept mail and courier deliveries, determine who gets access to the building, schedule meetings, make travel arrangements, and perform administrative tasks. Some receptionists also act as a cashier.

Will I get a job?

While it is a very large employment area (157,000 workers across Australia), job numbers are expected to decline by 800 in the next four years.

What will I earn?

Up to \$950 median full-time weekly salary (before tax, excluding super).

You'll like this job if...

You have great time management skills. You're a multi-tasker. You're sensitive and cooperative. You're well groomed. You pay attention to details. You're organised and prepared. You're customer service focused. You have strong data entry skills. You're polite and courteous. You're an excellent written and verbal communicator. You're calm under pressure.

A day in the life...

Work as a receptionist may involve these tasks:

- welcome visitors and direct them to the appropriate person
- arrange and record details of appointments
- answer enquiries and provide information on the goods, services and activities of the organisation
- answer, connect and transfer telephone calls
- receive and resolve or redirect complaints from clients and the public
- receive and distribute correspondence, general emails and deliveries
- maintain the reception area
- arrange accommodation and make bookings
- other tasks such as word processing, data entry, filing, mail despatch and photocopying.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Certificate III in Business Administration (Medical) (BSB31115)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 71.3%*

Certificate III in Health Administration (HLT37315)

- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 81.9%*



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. *Approximately 6 months after they completed VET.

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Roles to look for

- Receptionist
- Admissions clerk
- Medical receptionist
- Dental receptionist

Main employing industries

- Professional, scientific and technical services
- Health care and social assistance
- Rental, hiring and real estate services
- Accommodation and food services

Other jobs you may like...

- Call or contact centre worker