

Receptionists

SOC: 43-4171 • Career Profile Report

■ Key Facts

\$37,230 Median Salary	1,007,200 Employment	+0.0% Growth Rate
----------------------------------	--------------------------------	-----------------------------

■ 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 are frontline administrative professionals who manage **greetings, communication, and visitor flow** within offices, healthcare facilities, schools, and businesses. They create the first impression for organizations by welcoming guests, answering calls, and directing inquiries while supporting day-to-day office operations. Their role is essential to maintaining organization, professionalism, and smooth communication.

This career is well suited for individuals who enjoy interacting with people, multitasking, and keeping environments organized and welcoming.

What Do Receptionists Do?

Receptionists handle a variety of clerical and customer-facing tasks that support office operations. Their responsibilities emphasize communication, organization, and professionalism.

Common responsibilities include:

- Greeting visitors and directing them appropriately
- Answering and routing phone calls
- Scheduling appointments and meetings
- Managing calendars, messages, and correspondence
- Maintaining visitor logs and front-desk records
- Providing basic information about services or policies
- Supporting administrative staff with clerical tasks

Types of Receptionists

Receptionists work in a variety of organizational settings:

- Medical Receptionists: Support clinics, hospitals, and healthcare offices.
- Corporate Receptionists: Work in business and professional offices.
- Legal Receptionists: Assist law firms and legal offices.
- School Receptionists: Support educational institutions.
- Hotel or Hospitality Receptionists: Manage guest check-ins and front-desk services.

Skills and Abilities Needed

Receptionists combine communication skills with administrative organization.

Core Professional Skills

Personal Qualities That Matter

Education and Training Pathway

Most receptionists enter the field with basic education and receive on-the-job training:

- High School Diploma or Equivalent: Typical minimum requirement
- On-the-Job Training: Learning office procedures and systems
- Customer Service or Administrative Experience: Helpful for advancement
- Office Software Skills: Familiarity with word processing and scheduling tools
- Advancement Opportunities: Pathways to administrative assistant or office manager roles

Where Do Receptionists Work?

Receptionists are employed across many sectors:

- Medical and Healthcare Offices
- Business and Corporate Offices

- Legal Firms and Professional Services
- Educational Institutions
- Hotels and Hospitality Venues
- Government and Public Agencies

Work schedules may be full-time or part-time, often during regular business hours.

How Much Do Receptionists Earn?

Earnings vary by industry, experience, and location:

- Entry-Level Receptionists: Typically earn hourly wages
- Experienced Receptionists: Often earn higher pay with specialized skills
- Receptionists in Specialized Fields: May earn more in healthcare or legal settings

Compensation often includes benefits in full-time roles.

Is This Career Difficult?

Receptionist work is not technically complex but requires constant attention, organization, and professionalism. The challenge lies in managing interruptions, handling multiple tasks at once, and maintaining a positive demeanor in busy or stressful environments.

Who Should Consider Becoming a Receptionist?

This career may be a strong fit if you:

- Enjoy interacting with people
- Are organized and detail-oriented
- Can multitask effectively
- Prefer structured office environments
- Want an entry point into administrative or office careers

How to Prepare Early

- Practice professional communication and phone etiquette
- Learn basic office software and scheduling tools
- Develop organization and time-management skills
- Gain experience in customer-facing roles
- Observe office operations and administrative workflows

Receptionists are the welcoming face and communication hub of organizations, ensuring visitors feel supported while offices run smoothly and professionally from the front desk outward.