

Receptionist

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

Job title examples



- Receptionist
- Admissions Clerk
- Medical Receptionist
- Dental Receptionist

Other jobs in this field of work

What receptionists do



- greet and 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 complaints from clients and the public
- receive and distribute correspondence, facsimile messages and deliveries
- maintain the reception area
- advise on and arrange reservations and accommodation
- may perform other clerical tasks such as word processing, data entry, filing, mail despatch and photocopying

Main employing industries



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

Qualifications



The following government subsidised qualifications are available in NSW:

Certificate III in Business Administration (Medical) available as a traineeship or qualification

Certificate III in Health Administration available as a traineeship or qualification

Certificate IV in Medical Practice Assisting available as a traineeship or qualification

Course fees: You may be eligible for government subsidised training under Smart and Skilled. Go to the [Course Finder](#) to find training in your area, estimate your fee and find a training provider.

Job prospects and pay



- There are around 55,990 receptionists working in NSW.
- Over the next four years, employment in this occupation is expected to remain stable in NSW.

Average weekly full time earnings (before tax):

- Receptionists: \$850
- All occupations: \$1,200

Related jobs



- Call or contact centre worker

To find out more about other jobs, visit the [Job Guides Homepage](#).

Information sources

Occupations: Australian Bureau of Statistics, Australian and New Zealand Standard Classification of Occupations, 1220.0

Employment: Australian Bureau of Statistics, Labour Force, Australia, Detailed, Quarterly, 6291.0.55.003

Skills shortages: Department of Employment, Skill Shortage List NSW 2015-16

Job prospects: Centre of Policy Studies (CoPS), Victoria University, Employment Forecast Data for NSW 2015/16 to 2022/23

Earnings: Department of Employment, joboutlook.gov.au, based on ABS Characteristics of Employment Survey, August 2014