Receptionist

Average salary: $49,000
Career trend: declining slightly

Job description

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.

You’ll like this job if...


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).

Roles to look for

- Receptionist
- Admissions clerk
- Medical receptionist
- Dental receptionist
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

**Certificate IV in Medical Practice Assisting (HLT47715)**
- Up to 2 years full-time
- Available as a traineeship
- Graduates employed or in further study: 91%

VET offers possibilities for hundreds of careers.
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