



Receptionist and Information Clerks

What do they do?

- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.

What qualifications do they need?

Typically, receptionists and information clerks may need previous work-related skills, knowledge, and/or experience. In addition, it may help to have a high school diploma.



Wages and Job Growth

	NYC JOBS IN 2008	EXPECTED GROWTH TO 2018	AVERAGE OPENINGS PER YEAR
Receptionists and Information Clerks	38,100	5%	1,240
All NYC Occupations	3,586,410	1%	238

	ENTRY LEVEL	MID-LEVEL	EXPERIENCED
Hourly Wage	\$10.12	\$13.98	\$16.62
Annual FT Equivalent	\$21,050	\$29,078	\$34,570

SOURCE | NYCLMIS analysis of New York State Department of Labor, Occupation Employment Statistics.

■ Better than average
 ■ About average
 ■ Worse than average

Where would I go to get training?

Certified training providers include: Clinton Institute, TECHNOLOGY CAREER SERVICES, NetCom Information Technology Inc., Focus Career Group, Inc., ACCESS CAREERS, SAM Consulting Services. **For more information, see** www.nyc.gov/trainingguide.

What kinds of companies do they work for?

Doctors' and dentists' offices, hospitals, law firms, and colleges and universities.

Who are some of the largest employers in New York City?

- **Bronx.** Riverbay Corp, NY Metro Area Postal Union, River Park Towers Mgmt Office, Guardian Transport & Worldwide
- **Brooklyn.** Blue Ridge Farms Inc, FILLMORE Real Estate, Advance Care Staffing, NYC Transit Authority, Citi Storage
- **Manhattan.** American International Grp Inc, Marsh & Mc Lennan Co Inc, Urban Associates, AXA Financial Inc, Marsh
- **Queens.** Allstate, Metropolitan Life Insurance Co, Five Star Electric Corp, Kraus Enterprises Inc, Virgin Atlantic Cargo
- **Staten Island.** Own-A-Home Realty, Robert De Falco Realty, Unithree Investment Corp, Met Life, Vision Abstract
- **SOURCE |** New York State Department of Labor.

What job titles might employers use in help-wanted ads?

Administrative Assistant, Office Manager, Secretary, Clerk Specialist, Office Assistant, Clerk, Community Liaison, Member Service Representative, Registration Clerk.



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