Receptionists

Receptionists greet and welcome visitors, arrange appointments, answer enquiries and perform clerical work such as word processing, data entry, filing, mail despatch and photocopying. Duties can vary greatly between industries and companies.

Scan the QR code to the right for a Job Outlook career profile with more information.

How do employers recruit? How can job seekers find a job?

Job websites are often used, but vacancies are sometimes only advertised on social media or in local newspapers.

Receptionist experience is often not required, but customer service experience is highly valued.

Employers can favour those who show an interest in staying in the industry.

What personal qualities are important?

Confidence  
Friendliness  
Politeness  
Positive attitude

“Personality and confidence are more important than experience.”

Advice from employers

“As long as you can communicate, that’s half the job.”

“Show interest and be eager to learn.”

“Learn as much about the business and role as you can before applying.”

Applying and interviewing

Research the business and tailor your application to the job

⇒ Highlight your strengths and experience in areas that are important to the role
⇒ Show what you can bring to the job

Career progression

Working as a receptionist can be an entry point to other roles in an industry.

At a hotel:
Receptionists moved into office management roles.

At a medical clinic:
Receptionists moved into other roles after studying in the field.

Information was collected from qualitative research undertaken into employers recruiting for Receptionists, by the Labour Market Research and Analysis Branch, Department of Employment, Skills, Small and Family Business.