

**NOC  
1414**

## RECEPTIONISTS

### JOB DESCRIPTION

Receptionists greet people arriving at offices, hospitals and other establishments, direct visitors to appropriate person or service, answer and forward telephone calls, take messages, schedule appointments and perform other clerical duties. Telephone operators are included in this group.

### DUTIES

- Receptionists greet people coming into offices and other establishments, direct them to the appropriate contacts or services, provide general information in person and by phone, and may perform clerical duties and maintain front desk security and security access lists.
- Medical and dental receptionists greet patients, schedule appointments, using manual or computerized systems, receive and record payment for services, and direct patients to appropriate areas.
- Hospital admitting clerks interview patients to obtain and process information required to provide hospital and medical services.
- Telephone operators operate telephone systems to advance and complete customers' telephone calls such as long distance, pay telephone, mobile radio/telephone and person to person calls, arrange teleconferences, provide relay phone service to persons with disabilities, and may calculate and record billing information.
- Switchboard operators operate a telephone system or switchboard to answer, screen and forward telephone calls, take messages and provide information as required, and may perform clerical duties.
- Answering service operators answer telephones and record and relay messages.
- Reception desk clerks in a variety of institutional and commercial settings direct customers to appropriate areas, record bookings, handle credit card checks, receive payment, issue receipts, arrange tour reservations and deal with emergency situations.

### QUALIFICATIONS, ESSENTIAL SKILLS & EMPLOYMENT REQUIREMENTS

- Completion of secondary school is usually required.
- On-the-job training may be provided.

### EDUCATIONAL PROGRAMS

- Office Administration –Executive  
Sheridan Institute of Technology and Advanced Learning, Brampton ON
- Administrative Assistant  
TriOS College Business Technology Healthcare, Mississauga ON
- Office Administration Diploma  
National Academy of Health and Business, Mississauga ON

### WAGES (\$/hour)

- Median Wage: \$15.38
- Wage Range: \$11.40-\$25.64

### COMMON JOB TITLES

- hospital admitting clerk
- dental receptionist
- telereceptionist
- answering service operator
- switchboard operator
- medical receptionist
- business receptionist
- telephone operator
- appointment clerk
- office reception clerk
- toll operator
- telephone service assistant.

### TYPICAL EMPLOYERS

- Hospitals
- Medical and Dental Offices
- Other offices throughout the public and private sectors