Comparisons of Job Characteristics

Focus Occupation: Receptionists and Information Clerks (43-4171)
Associated Occupation: Switchboard Operators, Including Answering Service (43-2011)

Compare Knowledge
Compare Skills
Compare Abilities
Compare Detailed Work Activities
Compare Tools and Technologies

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 98

Focus Occupation: Receptionists and Information Clerks (43-4171)
Associated Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	15.2	15.5	0	Current knowledge level may be sufficient
Clerical	7.3	12.8	14.7	>	Current knowledge level is likely sufficient
Telecommunications	3.9	6.2	5.3	<	Expanded education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Receptionists and Information Clerks (43-4171)
Associated Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Active Listening	11.0	11.1	11.2	0	Current skill level may be sufficient
Social Perceptiveness	9.1	9.4	8.6	0	Current skill level may be sufficient
Service Orientation	7.9	8.9	11.0	>	Skill level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 93

Focus Occupation: Receptionists and Information Clerks (43-4171)
Associated Occupation: Switchboard Operators, Including Answering Service (43-2011)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Recognition	9.9	15.0	11.2	<<	Extensive improvement in abilities may be required
Speech Clarity	10.2	12.7	10.1	<	Some improvement in abilities may be required
Oral Expression	12.4	12.4	12.6	0	Current ability level may be sufficient
Oral Comprehension	12.5	12.1	11.9	0	Current ability level may be sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: Receptionists and Information Clerks (43-4171)
Associated Occupation: Switchboard Operators, Including Answering Service (43-2011)

Work Activities	Exclusivity of Activity
Answer calls using switchboard	89
Arrange teleconference calls	78
Maintain telephone logs	74
Operate business machines	68
Route multi-line telephone calls	85
Take messages	68
Transcribe spoken or written information	74
Use computers to enter, access or retrieve data	3
Use oral or written communication techniques	1
Use telephone communication techniques	62

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: n/a

Focus Occupation: Receptionists and Information Clerks (43-4171)
Associated Occupation: Switchboard Operators, Including Answering Service (43-2011)

Tools and Technologies	Exclusivity
Tools and technology data is unavailable for one or both occupations.	

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.