

Telephone Operators (43-2021)

Occupation description: Provide information by accessing alphabetical, geographical, or other directories. Assist customers with special billing requests, such as charges to a third party and credits or refunds for incorrectly dialed numbers or bad connections. May handle emergency calls and assist children or people with physical disabilities to make telephone calls.

Employment and Job Openings

	Employment			Average annual openings		
	2016 estimate	2026 projection	Percent change	Labor force exits	Occupation transfers	Total
Alaska	54	60	11.1	3	4	8
United States	9,100	7,000	-22.6	500	600	900

Job outlook

Alaska: Alaska's employment growth is moderate with low employment opportunities. [Read more.](#)

2017 Wages ?

	Mean Wage	Wage by Percentile				
	Mean	10th	25th	Median	75th	90th
United States	18.47	10.85	13.23	17.46	23.64	28.44

Labor Force Indicators

2016 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
45	2	4.4	13.6	9.1

2016 Potential Supply

Qualified but working in another occupation	33
Currently employed in a lower paid occupation	11
UI claimants previously working in occupation	7

2016 ALEXsys Employment Data

Number of registrants	176
Number of job position postings	11
Ratio of registrants to job position postings	16.0

Typical Entry-level Education, Experience, and/or On-the-job Training

Education: High school diploma or equivalent

Work experience: None

On-the-job training: Short-term on-the-job training

Department of Labor and Workforce Development, Research and Analysis Section
P.O. Box 115501
Juneau, Alaska 99811-5501
Phone: 907.465.4500, Fax: 907.523.9654
February 22, 2019