

Receptionists and Information Clerks (43-4171)

Occupation description: Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at establishment and location of departments, offices, and employees within the organization. Excludes Switchboard Operators, Including Answering Service (43-2011).

Employment and Job Openings

	Employment			Average annual openings		
	2016 estimate	2026 projection	Percent change	Labor force exits	Occupation transfers	Total
Alaska	3,030	3,450	13.9	201	215	458
United States	1,053,700	1,149,200	9.1	68,500	73,100	151,150

Job outlook

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

2018 Wages ?

	Mean Wage	Wage by Percentile				
	Mean	10th	25th	Median	75th	90th
United States	14.59	9.90	11.60	14.01	17.15	20.03
Alaska	16.98	11.41	13.75	16.70	19.35	23.62
Anchorage/Mat-Su Area	16.89	11.62	13.69	16.50	19.17	23.52
Fairbanks North Star Borough	16.60	10.73	13.33	16.35	19.26	23.32
Balance of State	17.26	10.90	14.25	17.24	19.80	23.72

Labor Force Indicators

2016 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
3,318	394	11.9	28.3	21.3

2016 Potential Supply

Qualified but working in another occupation	1,055
Currently employed in a lower paid occupation	105
UI claimants previously working in occupation	277

2016 ALEXsys Employment Data

Number of registrants	4,261
Number of job position postings	382
Ratio of registrants to job position postings	11.2

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

Training Resources

	Degree
Alaska Computer Business Solutions LLC (Anchorage)	
Access Boot Camp	
Access Level 1	
Access Level 2	
Access Level 3	
Access Level 4	
Acrobat Pro Level 1	
Acrobat Pro Level 2	
CyberSAFE Internet Security	
Excel Level 1	
Excel Level 2	
Excel Level 3	
Outlook 2013 Level 1	
Outlook 2013 Level 2	
Word Level 1	
Word Level 2	
Word Level 3	

	Degree
Alaska Housing Finance Corporation (Anchorage)	
Accuplacer Testing	
AlaskaHost Customer Service Essentials	
Basic Computer Skills Level 1	
Basic Computer Skills Level 2	
Basic Computer Skills Level 3	
Basic Keyboarding	
Computer Skills Level 3	
Internet Concepts and Applications	
Introduction to Personal Computers	
MS Digital Literacy Certification	
PC Repair	
Preparation for MOS Excel Certification	

Preparation for MOS Word Certification	
Proofreading	
Spreadsheets	
Using Your Galaxy Tablet	
Web Page Design	
Word Processing	

Degree

Alaska Technical Center (Kotzebue)

Workplace Basics	
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Degree

Amundsen Educational Center (Soldotna)

Computer Information Processor	
General Office Clerk	
Microsoft Excel	
Microsoft Outlook	
Microsoft PowerPoint	
Microsoft Word	
Quickbooks	

Degree

AVTEC (Seward)

Business & Office Technology Office Assistant	Certificate
MS Excel 2010 Level 1	
MS Excel 2010 Level 2	
MS Excel 2013	

Degree

Galena Interior Learning Academy (Galena)

Computer Science	
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Degree

Iisagvik College (Barrow)

IC3 - Internet and Computing Core Certification	Certificate
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Degree

Literacy Council of Alaska (Fairbanks)

Computer Literacy	
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Degree

North Star Computing (Fairbanks)

Effective Business Writing	
Excel Complete	
Outlook Complete	
Project	
Word Complete	

	Degree
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Northern Industrial Training (Palmer)

Microsoft Access / COMP001	
Microsoft Excel / COMP002	
Microsoft Office Introduction / COMP003	
Microsoft Office Powerpoint	
Microsoft Outlook / COMP004	
Microsoft Project / COMP005	
Microsoft Publisher / COMP006	
Microsoft Word / COMP007	

	Degree
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Partners for Progress in Delta, Inc (Delta Junction)

Business English	
Microsoft Excel	
Microsoft PowerPoint	
Microsoft Word	

	Degree
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Southwest Alaska Vocational and Education Center (Igiugig)

MS Access, Basic	
MS Excel, Advanced	
MS Excel, Intermediate	
MS Suite, Certificate of Completion	
Personal Computers/Cell Phones, Introduction	
Quickbooks Certificate of Completion	

	Degree
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University of Alaska Anchorage (Anchorage)

Office Technology	CT1
Office Technology	OEC

	Degree
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University of Alaska Anchorage, Kenai (Soldotna)

Office Technology	CT1
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Office Technology	OEC
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Degree

University of Alaska Anchorage, Kodiak (Kodiak)

Office Technology	CT1
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Office Technology	OEC
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Degree

University of Alaska Anchorage, Mat-Su (Palmer)

Office Technology	CT1
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Office Technology	OEC
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Degree

Vocational Training and Resource Center (Juneau)

Advanced Microsoft Access	
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Advanced Microsoft Excel	
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Advanced Microsoft Outlook	
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Advanced Microsoft Word	
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Application Development with Access	
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Application Development with Access 2016	
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Creating Forms in Microsoft Word	
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Data Analysis: Excel Pivot Tables	
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Data Analysis: Excel Power Pivots	
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Data Analysis: Excel PowerPivots	
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Data Analysis: Pivot Tables	
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Excel 2016 VBA	
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Introduction to Computers & Windows	
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Introduction to Microsoft Access	
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Introduction to Microsoft Excel	
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Introduction to Microsoft Outlook	
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Introduction to Microsoft Word	
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Introduction to OneNote	
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Degree

WinCertification (Red Devil)

Basic Computers 15 Clock Hrs	
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Intro to Computing IC3 45 Clock Hrs	
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Intro to Windows 30 Clock Hrs	
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Introduction to MS Access	
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Introduction to MS Excel	
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Introduction to MS Word	
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Keyboarding 15/30/45 Clock Hrs	
Microsoft Digital Literacy	
Microsoft: Windows Server	
Various online courses	

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
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