

## Switchboard Operators, Including Answering Service (43-2011)

**Occupation description:** Operate telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages.

### Employment and Job Openings

|               | Employment    |                 |                | Average annual openings |                      |       |
|---------------|---------------|-----------------|----------------|-------------------------|----------------------|-------|
|               | 2016 estimate | 2026 projection | Percent change | Labor force exits       | Occupation transfers | Total |
| Alaska        | 207           | 222             | 7.2            | 13                      | 14                   | 29    |
| United States | 93,200        | 74,700          | -19.9          | 5,300                   | 5,600                | 9,050 |

#### Job outlook

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

### 2019 Wages ?

|                       | Mean Wage | Wage by Percentile |       |        |       |       |
|-----------------------|-----------|--------------------|-------|--------|-------|-------|
|                       | Mean      | 10th               | 25th  | Median | 75th  | 90th  |
| United States         | 15.88     | 10.51              | 12.34 | 14.72  | 18.17 | 23.06 |
| Alaska                | 15.69     | 12.15              | 13.18 | 14.70  | 17.38 | 19.10 |
| Anchorage/Mat-Su Area | 16.12     | 12.19              | 13.93 | 15.79  | 18.02 | 19.11 |

### Labor Force Indicators

#### 2016 Worker Characteristics

| Total workers | Nonresident workers | Percent nonresident | Percent age 45 plus | Percent age 50 plus |
|---------------|---------------------|---------------------|---------------------|---------------------|
| 225           | 32                  | 14.2                | 30.5                | 24.6                |

#### 2016 Potential Supply

|   |    |
|---|----|
| Qualified but working in another occupation   | 70 |
| Currently employed in a lower paid occupation | 8  |
| UI claimants previously working in occupation | 27 |

#### 2016 ALEXsys Employment Data

|   |     |
|---|-----|
| Number of registrants                         | 185 |
| Number of job position postings               | 0   |
| Ratio of registrants to job position postings | 0.0 |

### 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

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September 25, 2020