

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.](#)

2019 Wages ?

	Mean Wage	Wage by Percentile				
	Mean	10th	25th	Median	75th	90th
United States	15.02	10.16	12.05	14.45	17.64	20.86
Alaska	17.05	11.16	13.53	16.93	19.70	23.71
Anchorage/Mat-Su Area	16.97	11.52	13.76	16.81	19.41	23.34
Fairbanks North Star Borough	15.48	10.33	11.15	14.60	19.37	22.62
Balance of State	18.22	11.76	14.99	17.88	21.23	25.62

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
Computer Science	

	Degree
Alaska Computer Business Solutions LLC (Anchorage)	
Access Boot Camp	
Access Level 1	
Access Level 2	
Access Level 3	
Acrobat Pro Level 1	
Acrobat Pro Level 2	
CyberSAFE Computer 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	
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)

Quickbooks	
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Degree

AVTEC (Seward)

Business & Office Technology Office Assistant	Certificate
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Degree

Iisagvik College (Barrow)

Data Analysis I	Certificate
Data Analysis II	Certificate
IC3 - Internet and Computing Core Certification	Certificate
Office Productivity	Endorsement

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

Northern Industrial Training (Palmer)

Microsoft Excel / COMP002	
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Microsoft Word / COMP007	
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	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
Office Technology	OEC

	Degree
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University of Alaska Anchorage, Kodiak (Kodiak)

Office Technology	CT1
Office Technology	OEC

	Degree
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University of Alaska Anchorage, Mat-Su (Palmer)

Office Technology	CT1
Office Technology	OEC

	Degree
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Vocational Training and Resource Center (Juneau)

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

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