

For information on becoming a *Receptionist & Information Clerks* see **Sources of additional information** within this brochure.

For information on youth employment opportunities, contact a career counselor at your high school or employment counselor or job and information center coordinator at your local NH Employment Security Office.

Berlin (752-5500)

151 Pleasant Street, P.O. Box 159, 03570-0159

Claremont (543-3111)

404 Washington Street, P.O. Box 180, 03743-0180

Concord (228-4100)

10 West Street, P.O. Box 1140, 03302-1140

Conway (447-5924)

518 White Mountain Highway, 03818-4205

Keene (352-1904)

109 Key Road, 03431-3926

Laconia (524-3960)

426 Union Avenue, Suite 3, 03246-2894

Lebanon (448-6340)

85 Mechanic Street, 03766-1506

Littleton (444-2971)

646 Union Street, Suite 100, 03561-5314

Manchester (627-7841)

300 Hanover Street, 03104-4957

Nashua (882-5177)

6 Townsend West, 03063-1217

Portsmouth (436-3702)

2000 Lafayette Road, 03801-5673

Salem (893-9185)

29 South Broadway, 03079-3026

Somersworth (742-3600)

6 Marsh Brook Drive, 03878-1595



For more information on this series of brochures, or to find out about our other products, contact us at:

New Hampshire Employment Security
Economic and Labor Market Information Bureau
32 South Main Street, Concord, NH 03301-4857
Phone: (603) 228-4124, E-mail: elmi@nhes.nh.gov, Web site: www.nh.gov/nhes/elmi

SOC 43-4171
NHCRN 03/09

So, you want to be a ...



Receptionist & Information Clerk

Business, Management, & Administration

Projected to be among the occupations with the most openings
(New Hampshire Occupational Projections, 2006-2016)

Here are a few things you should know.



Your gateway to New Hampshire workforce and career information



You'll want to know a few things about this career

Average Hourly Wage

\$12.18

Expected 10 year Growth

20%

Average Annual Openings

254

Training/Education Needed

Short On-the-Job training, High school diploma, or Military Training. (May require some vocational training or job related course work)

Basic Skills

Customer service, clerical, math

Job Skills

Speaking, service orientation, active listening, social perceptiveness writing, learning, trouble shooting, time management, active learning, strategies, reading comprehension.

So, you want to be a ...



Receptionist and Information Clerks

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Tasks

*Source: O*Net Online*

1. Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
2. Receive payment and record receipts for services.
3. Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
4. Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
5. Hear and resolve complaints from customers and public.
6. File and maintain records.
7. Transmit information or documents to customers, using computer, mail, or facsimile machine.
8. Schedule appointments, and maintain and update appointment calendars.
9. Analyze data to determine answers to questions from customers or members of the public.
10. Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.

Interests (Holland Code)

CES

(Conventional, Enterprising, Social)

Career Cluster

Business, Management and Administration

Working Conditions

Pleasant and comfortable clean, well lit offices (Highly visible and designed and furnished to make a good impression. May be tiring, repetitious, and stressful as they may spend all day answering continuously ringing telephones and sometimes encounter difficult or irate callers)

Average Work Week

40 hours (Some may work evenings)

Sources of Additional Information

NH Employment Security (Contact office nearest you or go online to www.nh.gov/nhes)