Receptionist and Information Clerks

Course Overview: Encompass entry level, technical, and professional careers related to the design, development and support of hardware, software, multimedia, and systems integration services.

Career Goal (O*NET Code): (43-4171 - Receptionists perform various administrative duties, including answering telephones and giving information to the public and customers. They are responsible for making a good first impression for the organization, which can affect the organization's success.

Student Name:_____

Grade: _____

School: _____

SUGGESTED COURSEWORK

EXTENDED LEARNING EXPERIENCES

Middle School	**8th**	**HS Courses:**	(Local districts may list high school credit courses here)	

High School

9th	**Courses*:**	English I · World Geography · Fine Arts Algebra I or Geometry · Foreign Language I Biology · Physical Education or Athletics
	Career-Related Electives:	Principles of Information Technology
10th	**Courses:**	English II · World History · Elective Geometry or Algebra II · Foreign Language II Chemistry · Elective
	Career-Related Electives:	Digital & Interactive Multimedia
11th	**Core Courses:**	English III · United States History · Elective Algebra II or Pre-Calculus · Foreign Language III ** Physics · Professional Communications or Speech
	Career-Related Electives:	Web Technologies
12th	**Core Courses:**	English IV · Government/Economics Pre-Calculus or Calculus · Elective 4th Science · Elective
	Career-Related Electives:	Research in IT Solutions

Curricular Experiences*:
Business Professionals of America
Future Business Leaders of America
SkillsUSA
Technology Student Association

Career Learning Experiences:
Apprenticeship
Career Preparation
Internship
Job Shadowing

Extracurricular Experiences:
Academic Decathlon
Computer Tutor
Language Immersion Programs
School Newspaper
Student Council
UIL Academic Competitions
Yearbook

Service Learning Experiences:
Boy Scouts of America
Campus Service Organizations
Community Service Volunteer
Girl Scouts of the USA
Peer Mentoring / Peer Tutoring

COLLEGE CREDIT OPPORTUNITIES -- High School

Students should take Advanced Placement (AP), International Baccalaureate (IB), dual credit, Advanced Technical Credit (ATC), or locally articulated courses (Tech Prep), if possible. List those courses that count for college credit on your campus.

How to Become a Receptionist
Although hiring requirements vary by industry and employer, most receptionists need a high school diploma. Employers often look for applicants who know spreadsheets, word processing software, or other industry specific software applications. Some employers may prefer applicants who have some formal office education or training.

Carrer Options
(Sample of reported job titles)

Professional Associations:
•American Society of Administrative Professionals
•Association of Executive and Administrative Professionals
•International Association of Administrative Professionals
•American Hotel & Lodging Association
•Society for Human Resource Management

Postsecondary

Texas Southmost College	**South Texas College**	**Texas State Technical College**
Administrative Management (CERT)	Computer Applications Specialist (CERT)	Business Management Technology (CERT)
Business Information Systems Technology (CERT)	Computer and Information Technologies Specialist (CERT)	Business Management Technology (AAS)
Office Management (CERT)	Office Specialist (CERT)	
Business Information Systems Technology (AAS)	Office Management (AAS)	
Business Management and Technology (AAS)		

The University of Texas at Brownsville	**The University of Texas - Pan American**

• Receptionist · Office Assistant
• Administrative Assistant · Clerk
• Office Manager · Community Liaison
• Secretary · Member Service Representative
• Clerk Specialist · Registration Clerk

Receptionist and Information Clerks

TEA Industry Cluster	Computer/IT
SOC Code	43-4171
Identified by	TIP Strategies
Projected Growth (2018)	15 %
BISD Magnet School Available	No

Source: Demand Occupations by Cluster, updated *June 27, 2012*

Description

What Receptionists Do

Receptionists perform various administrative duties, including answering telephones and giving information to the public and customers.

Duties
Receptionists typically do the following:

- Answer, screen, and forward telephone calls
- Greet walk-in customers and other visitors and escort them to specific destinations
- Contribute to the security of the office by helping to monitor visitors' access
- Obtain or send information or documents using a computer, mail, or a fax machine
- Perform other administrative support tasks, such as keeping appointment calendars
- Copy, file, and maintain documents and records
- Collect, sort, distribute, and prepare mail and courier deliveries
- Process and prepare travel vouchers or other documents

Receptionists are often the first employee that the public or customer has contact with. They are responsible for making a good first impression for the organization, which can affect the organization's success.

Although some tasks are common to most receptionists, their specific responsibilities vary depending on their work establishment. For example, receptionists in hospitals and in doctors' offices may gather patients' personal and insurance information and direct patients to the proper waiting room. In corporate headquarters, they may greet visitors and manage the scheduling of the board room or common conference area.

In beauty or hair salons, they arrange appointments, direct clients to the hairstylist, and may serve as cashiers. In factories, large corporations, and government offices, receptionists may provide identification cards for visitors and arrange for escorts to take visitors to the proper office. Those working for bus and train companies respond to passengers' inquiries about departures, arrivals, stops, and other related matters.

Receptionists use the telephone, computers, and other electronic devices. Despite the widespread use of voice mail or other automated systems, many receptionists still take messages and inform other employees of the public's or customers' arrivals or cancellations of appointments. When they are not busy with callers, most workers are expected to help other administrative employees by doing a variety of other office tasks.

What Information Clerks Do

Information clerks provide administrative and clerical support in a variety of settings. They help maintain records, collect data and information, and respond to customers' questions or concerns.

Duties
Information clerks typically do the following:

- Keep records and information
- Help colleagues and customers with routine administrative work
- Prepare and locate records and information that colleagues and customers need
- Ensure that colleagues and customers follow proper procedures

Information clerks generally manage a particular kind of information or record. Some clerks work in a particular setting.

Correspondence clerks review and respond to inquiries from the public, other businesses, or other departments. They gather information and data so that they can give accurate answers to questions and requests. Correspondence clerks write letters or email in reply to requests for merchandise, damage claims, credit and other information, delinquent accounts, incorrect billings, or unsatisfactory services. They may have to gather data before replying.

Court clerks organize and maintain the records of the court for which they work. They prepare the calendar of cases, also known as a docket, and tell attorneys and witnesses when they need to appear in court. Court clerks put together materials for court proceedings and prepare, file, and forward case files. They also keep records of, and answer inquiries about, court proceedings.

Eligibility interviewers do interviews both in person and over the phone to determine if applicants qualify for government assistance and resources. They answer applicants' questions about benefits and programs and refer them to other agencies or programs when their own agency cannot help.

File clerks keep companies' and organizations' paper or electronic records. They enter data into, organize, and retrieve files. In organizations with electronic filing systems, file clerks scan and upload documents.

Hotel, motel, and resort desk clerks provide customer service to guests, often at the facility's front desk. They check guests in and out, assign rooms, and verify guests' method of payment. They also keep records about which rooms are occupied and take reservations. These clerks answer guests' questions and respond to their concerns. For example, they may give guests directions or send housekeeping staff to their room if it is not clean.

Human resources assistants provide administrative support to human resource departments. They keep personnel records, collecting information about employees, such as their addresses, employment history, and performance evaluations. They post information about job openings and review the resumes and applications of candidates for employment to ensure that they are eligible for the positions for which they have applied.

Interviewers do interviews over the phone, in person, through the mail, or electronically. They use the information they get to complete forms, applications, or questionnaires for market research surveys, Census forms, and medical histories. Interviewers are usually given specific instructions about what questions to ask and what information to collect. They compile and record information from their interviews.

License clerks help the public with applications for licenses and permits. They process applications and collect application fees. They determine if applicants are qualified to receive the particular license or permit. They keep records of applications received and licenses issued. License clerks keep applicants informed about the status of their application and notify them if they need to provide additional information.

Municipal clerks provide administrative support to town and city governments. They keep minutes of town and city council meetings and then distribute the minutes to local officials and staff. Municipal clerks help prepare for elections by creating ballots and training election officials. They respond to requests for information from the public, local and state officials, and state and federal legislators. Municipal clerks also maintain town and city records.

Order clerks receive orders from customers and enter the information into their company's order entry system. They also answer customers' questions about prices and shipping. Order clerks collect information about customers, such as their address and method of payment, to put into the order entry system.

Reservation and transportation ticket agents and travel clerks take and confirm passengers' reservations for hotels and transportation. They also sell and issue tickets and answer questions about itineraries, rates, and package tours. These clerks prepare invoices outlining rates and fees and accept payment from passengers. They may check baggage and assign boarding passes to passengers.

Training Opportunities Linked to Those Jobs
(Degree Types and Colleges/Universities**)**

How to Become a Receptionist
Although hiring requirements vary by industry and employer, most receptionists need a high school diploma.

Education and Training
Receptionists generally need a high school diploma or its equivalent.

Most receptionists receive their training on the job. They learn how to operate the telephone system and computers and learn the proper procedures for greeting visitors. While many of these skills can be learned quickly, those who give information to the public or customers may need several weeks to learn details about the organization.

Employers often look for applicants who know spreadsheets, word processing software, or other industry specific software applications. Some employers may prefer applicants who have some formal office education or training.

Advancement
Receptionists typically advance by transferring to an occupation with more responsibility or by being promoted to a supervisory position. Receptionists with especially strong computer skills, some postsecondary education, and several years of experience may advance to a better paying job as a secretary or an administrative assistant.

Important Qualities

Computer skills. Receptionists need a working knowledge of different software packages or industry-specific software applications.
Customer-service skills. Receptionists represent an organization. As a result, they must be courteous, professional, and helpful toward the public and customers.
Listening skills. Receptionists must be good listeners. They must listen patiently to the points being made, wait to speak until others have finished, and ask appropriate questions when necessary.

Speaking skills. The ability to communicate clearly is essential for receptionists because much of their job involves conveying information over the phone or in person.

How to Become a Receptionist
A high school diploma is enough for most positions, but some employers prefer workers who have some education beyond high school.

Education
A high school diploma is generally enough for most positions as an information clerk. However, some employers prefer to hire candidates who have some college education or an associate's or higher degree.

Training
Most information clerks are trained on the job in the policies and procedures of the business or government agency that employs them. Some types of information clerks, such as those who work for government agencies, may have to go through longer periods of training.

Important Qualities

Communication skills. Information clerks must be able to explain policies and procedures clearly to colleagues and customers.
Computer skills. Many organizations maintain files and records on computers. Therefore, information clerks must be comfortable working with computer databases.
Discretion. Information clerks, particularly human resources assistants, have access to confidential information, and they need to be able to keep this information private.
Organizational skills. Information clerks manage files, applications, and correspondences, so they need to have good organizational skills to find files quickly and efficiently.
People skills. Many information clerks interact with others regularly in person or on the phone. They must be able to work effectively with others to get the information they need and to understand and satisfy the needs of others.

Texas Southmost College	South Texas College	Texas State Technical College	The University of Texas at Brownsville	The University of Texas - Pan American
Administrative Management (CERT)	Computer Applications Specialist (CERT)	Business Management Technology (CERT)		
Business Information Systems Technology (CERT)	Computer and Information Technologies Specialist (CERT)	Business Management Technology (AAS)		
Office Management (CERT)	Office Specialist (CERT)			
Business Information Systems Technology (AAS)	Office Management (AAS)			
Business Management and Technology (AAS)				

Local Employers

A & M Nursing Svc	Harlingen	Lutheran Immigration & Refugee	Harlingen
Abc Pediatrics	Brownsville	M & M Pediatrics	Brownsville
Abundant Life Assembly of God	Harlingen	Magallanes & Hinojosa	Brownsville
Adame Orthodontics	Harlingen	Magic Nails	Brownsville
Adams & Graham Llp	Harlingen	Magic Valley Motors	Harlingen

Career Options
(Specific Job Types**)**

- Receptionist
- Administrative Assistant
- Office Manager
- Secretary
- Clerk Specialist

- Office Assistant
- Clerk
- Community Liaison
- Member Service Representative
- Registration Clerk

Salary Ranges

Wages for **Receptionists and Information Clerks**

Location	Pay Period	2011				
		10%	25%	Median	75%	90%
United States	Hourly	$8.60	$10.04	$12.35	$14.87	$18.03
	Yearly	$17,900	$20,900	$25,700	$30,900	$37,500
Texas	Hourly	$8.19	$9.42	$11.48	$14.06	$17.02
	Yearly	$17,000	$19,600	$23,900	$29,200	$35,400
Brownsville-Harlingen, TX MSA	Hourly	$7.72	$8.24	$9.10	$10.62	$12.06
	Yearly	$16,100	$17,100	$18,900	$22,100	$25,100
McAllen-Edinburg-Mission, TX MSA	Hourly	$7.82	$8.44	$9.47	$11.10	$13.07
	Yearly	$16,300	$17,600	$19,700	$23,100	$27,200

Professional Associations linked to the Careers

For information about administrative professionals, including training and certification, visit
American Society of Administrative Professionals
Association of Executive and Administrative Professionals
International Association of Administrative Professionals

For more information about hotel, motel and resort desk clerks, visit
American Hotel & Lodging Association

For more information about human resources assistants, visit
Society for Human Resource Management

Sources

The information provided in this document was collected from the following sources:

- Occupational Outlook Handbook (http://www.bls.gov/ooh/)
- O*NET OnLine (http://www.onetonline.org/)
- Texas CARES (http://www.texascaresonline.com/)
- CareerOneStop (http://www.careeronestop.org/)