



CAREER PROFILES

Receptionists:

Receptionists greet people arriving at offices, hospitals, and other establishments, direct visitors to appropriate person or service, answer and forward telephone calls, take messages, schedule appointments, and perform other clerical duties.

Wage/Salary Information:

\$29,000 is the median annual salary found in local job-postings.

\$16.34/hour is the median wage reported locally.

Commonly Listed Skills in Job Postings:

- Relationship management
- Fundraising
- Prospecting
- Takes initiative
- Oral and written communication
- Interpersonal skills
- Self-motivated
- Microsoft Office
- Customer service oriented
- Data entry
- Organizational skills
- Marketing
- Teamwork
- Time management
- Bilingual
- Work independently
- Computer use
- Multitask
- Management
- Leadership
- Adaptability
- Cash handling
- Creativity

Job Duties:

Receptionists greet people coming into offices and other establishments, direct them to the appropriate contacts or services, provide general information in person and by phone, and may perform clerical duties and maintain front desk security and security access lists.

Medical and Dental Receptionists greet patients, schedule appointments, using manual or computerized systems, receive and record payment for services, and direct patients to appropriate areas.

Hospital Admitting Clerks interview patients to obtain and process information to provide hospital and medical services.

Telephone Operators operate telephone systems to advance and complete customers' telephone calls such as long distance, pay telephone, mobile radio/telephone and person to person calls, arrange teleconferences, provide relay phone service to persons with disabilities, and may calculate and record billing information.

Switchboard Operators operate a telephone system or switchboard to answer, screen, and forward telephone calls, take messages, and provide information as required, and may perform clerical duties.

Answering Service Operators answer telephones and record and relay messages.

Reception Desk Clerks in a variety of institutional and commercial settings direct customers to appropriate areas, record bookings, handle credit checks, receive payments, issue receipts, arrange tour reservations, and deal with emergency services.

Working Conditions:

A conventional environment such as an office, hospital, or school.

Career Pathways:

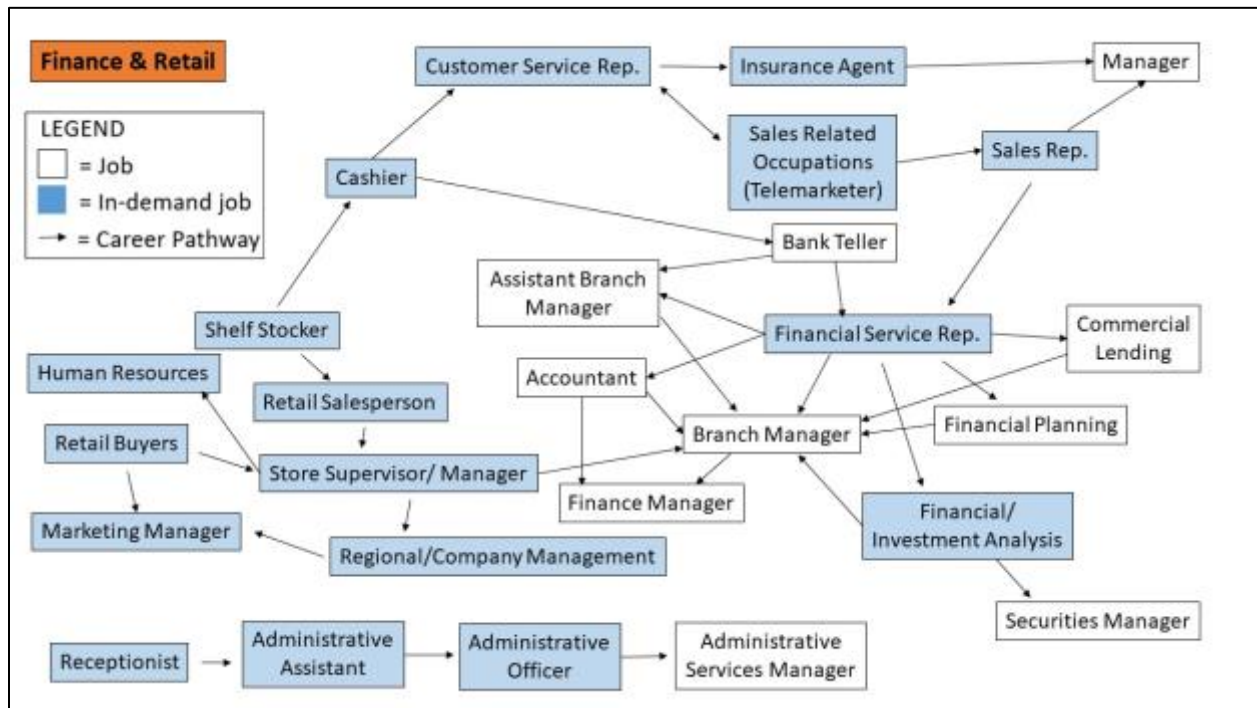
Some Receptionists are required to be bilingual or multilingual to perform their duties.

Progression to supervisory positions is possible with experience.

Receptionists are employed by hospitals, medical and dental offices, and throughout the public and private sectors. Telephone Operators are included in this group. Below are potential career pathways for Receptionists:

- Answering Service Operator
- Appointment Clerk
- Business Receptionist
- Dental Receptionist
- Hospital Admitting Clerk
- Medical Receptionist
- Office Reception Clerk
- Receptionist
- Switchboard Operator
- Telephone Operator
- Telephone Service Assistant
- Telereceptionist

- Toll Operator



Education and Training Pathways:

If you're interested in becoming a Receptionist, you can acquire training/education locally at any of the following institutions.

Canadian College of Health, Science, and Technology:

Office Administration

Admission/Eligibility Requirements: Unknown

Academic Credential: Office Administration Diploma

Professional Certification: Opportunity to earn Microsoft Office Specialists (MOS) Certification

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 20 weeks

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 1737 Walker Road, Windsor, N8W 3P2

For more information on this program, please visit:

<http://www.cchst.net/office-administration-program/>

College Boreal:

Office Administration – General

Admission/Eligibility Requirements:

- OSSD, ACE Certificate, or its equivalent in another province, or adult student status
- 1 French credit: FRA4C, FRA4U, or equivalent

Academic Credential: Ontario College Certificate

Attendance: In-person

Full-time or Part-time: full-time

Program Length: 2 semesters

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 7515 Forest Glade Drive, Windsor, N8T 3P5

For more information on this program, please visit:

<http://www.collegeboreal.ca/programmes/office-administration-general/>

St. Clair College:

Office Administration – General

Admission/Eligibility Requirements:

- OSSD with the majority of courses at the College (C), University (U), University/College (M), or Open (O) level, or;
- Mature student status

Academic Credential: One Year - Ontario College Certificate

Professional Certification: Unknown

Attendance: In-person

Full-time or Part-time: Full-time

Program Length: 1 year

Program Cycle: Unknown

Program Cost: \$3,964.61 (2017/18)

OSAP Eligible: Unknown

Location: 2000 Talbot Road West, Windsor, N9A 6S4

For more information on this program, please visit:

http://www.stclaircollege.ca/programs/postsec/office_general/

[triOS College:](#)

Administrative Assistant

Admission/Eligibility Requirements:

- OSSD or Mature Student Status
- Entrance assessment must be successfully passed

Academic Credential: Administrative Assistant Diploma

Professional Certification: Unknown

Attendance: In-Person

Full-time or Part-time: Full-time

Program Length: 17 weeks

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 7610 Tecumseh Road East, Windsor, N8T 1E9

For more information on this program, please visit:

<http://www.trios.com/career/?Section=AdministrativeAssistant>

Office Administrator

Admission/Eligibility Requirements:

- OSSD or Mature Student Status
- Entrance assessment must be successfully passed

Academic Credential: Office Administrator Diploma

Professional Certification: Unknown

Attendance: In-Person

Full-time or Part-time: Full-time

Program Length: 26 weeks

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 7610 Tecumseh Road East, Windsor, N8T 1E9

For more information on this program, please visit:

<http://www.trios.com/career/?Section=OfficeAdministrator>

[Windsor Career College:](#)

Office Administration

Admission/Eligibility Requirements: Unknown

Academic Credential: Windsor Career College Certified Diploma

Professional Certification: Unknown

Attendance: In-Person

Full-time or Part-time: Full-time

Program Length: 27 weeks

Program Cycle: Unknown

Program Cost: Unknown

OSAP Eligible: Unknown

Location: 235 Eugenie Street West, Windsor, N8X 2X7

For more information on this program, please visit:

http://www.windsorcareercollege.ca/office_admin.html

Disclaimer: *The educational institution reserves the right to change information without notice, and may result in discrepancies between their information and the information presented above. If any errors are found, please report them to info@workforcewindsorsex.com.*