

SKILLS PROFILE // RECEPTIONIST

JOB DESCRIPTION

The main purpose to this role is to be the first point of contact for the organisation. Provide outstanding customer service and some administrative support for all customers who come into contact with the organisation. This includes both face to face and phone assistance both externally and internally.

Source: Chandler Macleod Group



WHO HIRES?

All organisations which provide a service or a dwelling for visitors to tend to for business meeting purposes.

Source: Chandler Macleod Group

QUICK FACT

Administration and Office Support are the 9th most in demand industries on Seek.

Source: Seek



EMPLOYMENT BY REGION

Regions ranked in order of Receptionist opportunities:

1. Auckland
2. Wellington
3. Canterbury

Source: Careers NZ & Seek



HIRING CRITERIA

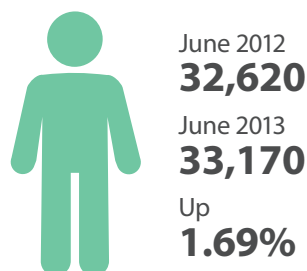
There are no specific entry requirements to become a Receptionist, as skills are usually gained on the job. Foundation Studies in Maths and English is preferred, and excellent IT skills (Word/Excel/Outlook) are generally required.

Source: Chandler Macleod Group



INDUSTRY SECTOR FOOTPRINT

Employment has increased 1.69% over the last 12 months.



Source: MBIE NZ

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IMPORTANT SKILLS FOR ROLE

- Experience in Customer Service ideally face to face
- Corporate presentation
- Excellent communication skills both written and verbal
- Proof of multitasking and organising
- Intermediate skills within MS Office
- Fluent in Business English

Source: Chandler Macleod Group

MARKET CONDITIONS

Receptionist employment has remained between 32,000 and 33,000 for the last two years. There are signs that employment is picking up, as the economy begins to improve, but the number of Receptionists is expected to remain stable.

Source: MBIE NZ



QUICK FACT

Packed To The Rafters is the show most watched by Receptionists.

Source: Roy Morgan July 2011 - June 2012

AVERAGE SALARY COMPARISON

REGION	LOWER	MID	UPPER
Wellington	\$35,909	\$40,818	\$45,727
Auckland	\$36,069	\$40,602	\$45,136
Christchurch	\$30,294	\$36,470	\$42,646

Source: Seek NZ

COMPATIBLE ROLES

- Customer facing positions (Office based)
- Hospitality front of house
- Junior administrator
- Medical front desk
- Retail positions

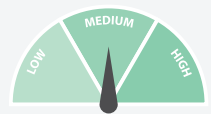
Source: Chandler Macleod Group

EMPLOYMENT EXPECTATIONS

The chances of getting a job as a receptionist are fair. Although there are many jobs available and vacancies open up regularly, there is strong competition for these positions.

Source: MBIE NZ

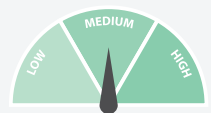
Potential income



Training fees



Employment prospects



Source: MBIE NZ