

Receptionist Education Report

CIP 52.0406

Cochise, Pima, SC

Receptionist

CIP 2010: A program that prepares individuals to perform frontline public relations duties for a business, organization, or answering service. Includes instruction in telephone answering techniques, responding to information requests, keeping caller and/or visitor records, placing business calls, operating telephone switchboards and/or other communications equipment, relaying incoming and interoffice calls, schedule maintenance, and public relations skills.

Target Occupations


	16,133 Jobs (2016) 29% above National average	13.4% % Change (2017-2022) Nation: 5.6%	\$12.42/hr Median Hourly Earnings Nation: \$14.94/hr		
Occupation	2017 Jobs	Annual Openings	Median Hourly Earnings	Growth (2017 - 2022)	Location Quotient (2017)
Customer Service Representatives	12,395	759	\$12.22/hr	17.01%	1.49
Receptionists and Information Clerks	2,925	101	\$12.48/hr	3.45%	0.89
Telephone Operators	653	15	\$17.52/hr	-13.17%	21.19
Interviewers, Except Eligibility and Loan	452	32	\$9.55/hr	22.35%	0.67
Switchboard Operators, Including Answering Service	286	8	\$11.61/hr	5.24%	0.94

* Target Occupations - Settings

Occupational Programs						
4.00	2.00	89.00				
Programs (2015)	Completions (2015)	Openings (2015)				
CIP Code	Program	Completions (2011)	(2012)	(2013)	(2014)	(2015)
52.0408	General Office Occupations and Clerical Services	112	2	1	1	1
52.0406	Receptionist	2	2	0	1	1
52.0411	Customer Service Support/Call Center/Teleservice Operation	0	0	1	0	0
51.0703	Health Unit Coordinator/Ward Clerk	0	0	0	0	0

Programs by Institution				
CIP Code	Title	Institution	Award Level	Completions (2015)
51.0703	Health Unit Coordinator/Ward Clerk	Pima Medical Institute-Tucson	Award of less than 1 academic year	0
52.0406	Receptionist	Cochise County Community College District	Award of less than 1 academic year	1
52.0406	Receptionist	Cochise County Community College District	Award of at least 1 but less than 2 academic years	0
52.0408	General Office Occupations and Clerical Services	Pima Community College	Award of less than 1 academic year	1
52.0408	General Office Occupations and Clerical Services	Brown Mackie College-Tucson	Award of less than 1 academic year	0
52.0408	General Office Occupations and Clerical Services	Cochise County Community College District	Award of less than 1 academic year	0
52.0408	General Office Occupations and Clerical Services	Pima Community College	Award of at least 1 but less than 2 academic years	0
52.0408	General Office Occupations and Clerical Services	Cochise County Community College District	Award of at least 1 but less than 2 academic years	0
52.0408	General Office Occupations and Clerical Services	Tohono O'Odham Community College	Award of at least 1 but less than 2 academic years	0
52.0408	General Office Occupations and Clerical Services	Brown Mackie College-Tucson	Associates degree	0
52.0411	Customer Service Support/Call Center/Teleservice Operation	Cochise County Community College District	Award of less than 1 academic year	0

Regional Completions by Award Level

Award Level	Completions (2015)	Percent
• Award of less than 1 academic year	1	100.0% 
Award of at least 1 but less than 2 academic years	0	0.0%
Associates degree	0	0.0%
Award of at least 2 but less than 4 academic years	0	0.0%
Bachelors degree	0	0.0%
Postbaccalaureate certificate	0	0.0%
Masters degree	0	0.0%
Post-masters certificate	0	0.0%
Doctors degree	0	0.0%

* Regional Completions by Award Level - Settings

Regional Completions by Institution

Institution	Certificates (2015)	Degrees (2015)	Total Completions (2015)
Cochise County Community College District	1	0	1

* Regional Completions by Institution - Settings

Appendix A - Data Sources and Calculations

Location Quotient

Location quotient (LQ) is a way of quantifying how concentrated a particular industry, cluster, occupation, or demographic group is in a region as compared to the nation. It can reveal what makes a particular region unique in comparison to the national average.

Occupation Data

EMSI occupation employment data are based on final EMSI industry data and final EMSI staffing patterns. Wage estimates are based on Occupational Employment Statistics (QCEW and Non-QCEW Employees classes of worker) and the American Community Survey (Self-Employed and Extended Proprietors). Occupational wage estimates also affected by county-level EMSI earnings by industry.

State Data Sources

This report uses state data from the following agencies: Arizona Department of Administration, Office of Employment and Population Statistics

March 28, 2016