

# Receptionist Occupation 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.

## Occupation Gender Breakdown 2016

Gender	Jobs	Percent
Males	4,914	29.6%
Females	11,707	70.4%

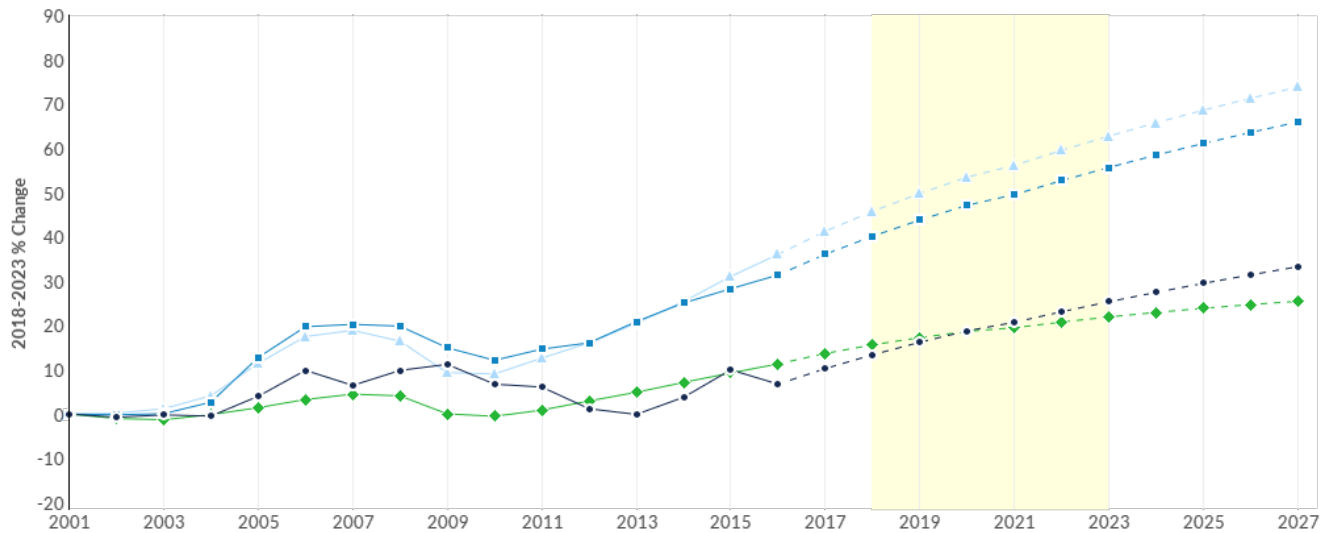
## Occupation Age Breakdown 2016

Age	Jobs	Percent
14-18	207	1.2%
19-24	3,046	18.3%
25-34	4,590	27.6%
35-44	3,066	18.4%
45-54	2,587	15.6%
55-64	2,247	13.5%
65+	878	5.3%

## Occupation Summary for 52.0406

<p><b>16,621</b> Jobs (2016) 34% above National average</p>	<p><b>11.1%</b> % Change (2018-2023) Nation: 5.4%</p>	<p><b>\$13.14/hr</b> Median Hourly Earnings Nation: \$14.91/hr</p>
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# Occupation Change Summary



Region	2018 Jobs	2023 Jobs	Change	% Change	Median Hourly Earnings
● Cochise County, AZ	965	1,067	102	11%	\$13.04
● Cochise, Pima, SC	17,727	19,689	1,962	11%	\$13.14
● Arizona (AZ)	117,563	131,249	13,686	12%	\$14.37
● United States	4,304,529	4,538,567	234,038	5%	\$14.91

SOC	Description	Typical Entry Level Education	Work Experience Required	Typical On-The-Job Training
43-2011	Switchboard Operators, Including Answering Service	High school diploma or equivalent	None	Short-term on-the-job training
43-2021	Telephone Operators	High school diploma or equivalent	None	Short-term on-the-job training
43-4051	Customer Service Representatives	High school diploma or equivalent	None	Short-term on-the-job training
43-4111	Interviewers, Except Eligibility and Loan	High school diploma or equivalent	None	Short-term on-the-job training
43-4171	Receptionists and Information Clerks	High school diploma or equivalent	None	Short-term on-the-job training

## Occupation Breakdown - 2018 Jobs

Occupation	Description	Cochise County, AZ	Cochise, Pima, SC	Arizona (AZ)	United States
43-4051	Customer Service Representatives	660	13,169	93,665	2,867,561
43-4171	Receptionists and Information Clerks	249	3,214	19,628	1,109,358
43-4111	Interviewers, Except Eligibility and Loan	25	446	1,975	226,584
43-2011	Switchboard Operators, Including Answering Service	23	279	1,501	91,744
43-2021	Telephone Operators	<10	619	793	9,281
	Total	965	17,727	117,563	4,304,529

## Occupation Breakdown - 2023 Jobs

Occupation	Description	Cochise County, AZ	Cochise, Pima, SC	Arizona (AZ)	United States
43-4051	Customer Service Representatives	745	14,977	105,038	3,043,367
43-4171	Receptionists and Information Clerks	267	3,362	21,678	1,170,271
43-4111	Interviewers, Except Eligibility and Loan	27	537	2,346	235,997
43-2011	Switchboard Operators, Including Answering Service	22	281	1,498	81,030
43-2021	Telephone Operators	<10	533	688	7,902
	Total	1,067	19,689	131,249	4,538,567

## Occupation Breakdown - Change

Occupation	Description	Cochise County, AZ	Cochise, Pima, SC	Arizona (AZ)	United States
43-4051	Customer Service Representatives	85	1,808	11,373	175,806
43-4171	Receptionists and Information Clerks	18	148	2,050	60,913
43-4111	Interviewers, Except Eligibility and Loan	2	91	371	9,413
43-2021	Telephone Operators	--	-86	-105	-1,379
43-2011	Switchboard Operators, Including Answering Service	-1	2	-3	-10,714
	Total	102	1,962	13,686	234,038

## Occupation Breakdown - Median Hourly Earnings

Occupation	Description	Cochise County, AZ	Cochise, Pima, SC	Arizona (AZ)	United States
43-2021	Telephone Operators	--	\$17.98	\$17.70	\$17.79
43-4051	Customer Service Representatives	\$13.70	\$13.13	\$14.66	\$15.59
43-4111	Interviewers, Except Eligibility and Loan	\$13.15	\$9.36	\$16.10	\$15.53
43-4171	Receptionists and Information Clerks	\$11.45	\$13.06	\$13.27	\$13.47
43-2011	Switchboard Operators, Including Answering Service	\$10.86	\$11.71	\$13.03	\$13.47
	Total	\$13.02	\$13.20	\$14.45	\$15.00








## Top Industries – Change from 2018 - 2023

NAICS Code	Description	Cochise County, AZ	Cochise, Pima, SC	Arizona (AZ)	United States
561422	Telemarketing Bureaus and Other Contact Centers	61	1,467	4,750	43,757
621111	Offices of Physicians (except Mental Health Specialists)	12	6	740	23,784
561110	Office Administrative Services	8	34	416	4,511
524127	Direct Title Insurance Carriers	8	11	16	-226
622110	General Medical and Surgical Hospitals	-1	36	260	2,806
	Total	86	1,554	6,181	74,632

Source: QCEW Employees, Non-QCEW Employees & Self-Employed - Emsi 2017.3 Class of Worker








## National Educational Attainment

Customer Service Representatives (43-4051)

Education Level	2016 Percent
Less than high school diploma	4.0% 
High school diploma or equivalent	27.1% 
Some college, no degree	32.6% 
Associate's degree	11.2% 
Bachelor's degree	21.2% 
Master's degree	3.4% 
Doctoral or professional degree	0.5% 








\* National Educational Attainment - Settings

**National Educational Attainment**  
Receptionists and Information Clerks (43-4171)

	Education Level	2016 Percent
●	Less than high school diploma	4.1% 
●	High school diploma or equivalent	33.5% 
●	Some college, no degree	34.1% 
●	Associate's degree	12.0% 
●	Bachelor's degree	13.7% 
●	Master's degree	2.2% 
●	Doctoral or professional degree	0.5% 








\* National Educational Attainment – Settings

**National Educational Attainment**  
Telephone Operators (43-2021)

	Education Level	2016 Percent
●	Less than high school diploma	5.8% 
●	High school diploma or equivalent	32.8% 
●	Some college, no degree	37.0% 
●	Associate's degree	10.4% 
●	Bachelor's degree	11.7% 
●	Master's degree	2.0% 
●	Doctoral or professional degree	0.2% 

\* National Educational Attainment – Settings

**National Educational Attainment**  
Interviewers, Except Eligibility and Loan (43-4111)








	Education Level	2016 Percent
●	Less than high school diploma	1.5% 
●	High school diploma or equivalent	23.8% 
●	Some college, no degree	33.7% 
●	Associate's degree	15.8% 
●	Bachelor's degree	18.4% 
●	Master's degree	5.7% 
●	Doctoral or professional degree	1.1% 

\* National Educational Attainment – Settings

October 10, 2017

## National Educational Attainment

Switchboard Operators, Including Answering Service (43-2011)

	Education Level	2016 Percent
●	Less than high school diploma	4.7% 
●	High school diploma or equivalent	34.4% 
●	Some college, no degree	35.4% 
●	Associate's degree	11.2% 
●	Bachelor's degree	11.7% 
●	Master's degree	2.5% 
●	Doctoral or professional degree	0.1% 

\* *National Educational Attainment – 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.

## Completers Data

The completers data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

## Institution Data

The institution data in this report is taken directly from the national IPEDS database published by the U.S. Department of Education's National Center for Education Statistics.

## Industry Data

EMSI industry data have various sources depending on the class of worker. (1) For QCEW Employees, EMSI primarily uses the QCEW (Quarterly Census of Employment and Wages), with supplemental estimates from County Business Patterns and Current Employment Statistics. (2) Non-QCEW employees data are based on a number of sources including QCEW, Current Employment Statistics, County Business Patterns, BEA State and Local Personal Income reports, the National Industry-Occupation Employment Matrix (NIOEM), the American Community Survey, and Railroad Retirement Board statistics. (3) Self-Employed and Extended Proprietor classes of worker data are primarily based on the American Community Survey, Nonemployer Statistics, and BEA State and Local Personal Income Reports. Projections for QCEW and Non-QCEW Employees are informed by NIOEM and long-term industry projections published by individual states.

## Staffing Patterns Data

The staffing pattern data in this report are compiled from several sources using a specialized process. For QCEW and Non-QCEW Employees classes of worker, sources include Occupational Employment Statistics, the National Industry-Occupation Employment Matrix, and the American Community Survey. For the Self-Employed and Extended Proprietors classes of worker, the primary source is the American Community Survey, with a small amount of information from Occupational Employment Statistics.

## State Data Sources

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