



Occupational Requirements Survey (ORS)

SOC: 43-4171 Receptionists and Information Clerks

The Occupational Requirements Survey (ORS) is a product of the Bureau of Labor Statistics (BLS). The ORS provides job-related information regarding physical demands, environmental conditions, education, training, and experience, as well as cognitive and mental requirements for jobs in the U.S. economy. The First Wave of data collection was from 2016-2018. The Second Wave of data collection took 5 years (2019-2023). Second wave data is based on Standard Occupational Classification (SOC) 2018 codes. The Third Wave of data collection is 2024-2031. This data collection is funded entirely by the Social Security Administration (SSA) as part of its effort to develop a new Occupational Information System (OIS) to replace the Dictionary of Occupational Titles (DOT).

PHYSICAL DEMANDS

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE DATA				2025-PRELIMINARY-THIRD WAVE DATA			
Strength	Value	SEM	Footnote	Value	SEM	Footnote	
Strength (% Workers)	Sedentary strength level	74.3%	2.3%	7	76.6%	5.4%	P, 7
	Light strength level (Wave 2,3 = < 25 lbs)	19.0%	2.5%		19.1%	4.9%	P
	Medium strength level	5.3%	1.9%		4.3%	2.9%	P
	Heavy strength level	<5%	-	16, 15	<0.5%	-	P, 1, 15
	Very heavy strength level	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
** Completeness %		98.6%	-		100%	-	

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2025-PRELIMINARY-THIRD WAVE
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Maximum weight lifted or carried (Pounds)							
Maximum weight lifted or carried, mean	7.79 lb	1.02 lb	6.14 lb	0.99 lb	P		
Maximum weight lifted or carried, 10th percentile	<0.05 lb	-	<0.05 lb	-	P, 3.5		
Maximum weight lifted or carried, 25th percentile	<0.05 lb	-	<0.05 lb	-	P, 3.5		
Maximum weight lifted or carried, 50th percentile (median)	5.00 lb	0.77 lb					
Maximum weight lifted or carried, 75th percentile	10.00 lb	-	10.00 lb	-	P, 5		
Maximum weight lifted or carried, 90th percentile	20.00 lb	6.22 lb	20.00 lb	7.11 lb	P		
Exertion		Value	SEM	Footnote	Value	SEM	Footnote
Lifting or carrying (% of Workers)							
Lift or carry no weight, seldom (<2%/day)	3.4%	1.2%			<0.5%	-	P, 1, 15
Lift or carry no weight, occasionally	35.9%	2.3%			16.9%	2.5%	P
Lift or carry no weight, frequently	93.6%	1.7%	7		95.6%	1.9%	P, 7
Lift or carry no weight, constantly	>99.5%	-	36, 7, 15		>99.5%	-	P, 36, 7, 15
Lift or carry negligible weight, seldom (<2%/day)	32.4%	3.0%			41.5%	4.8%	P
Lift or carry negligible weight, occasionally	52.0%	2.9%	7		65.2%	4.6%	P, 7
Lift or carry negligible weight, frequently	6.4%	1.7%			4.4%	1.9%	P
Lift or carry negligible weight, constantly	<0.5%	-	1, 15		<0.5%	-	P, 1, 15
Lift or carry more than 1 lb and less than or equal to 10 lbs, seldom (<2%/day)	48.3%	6.1%	7		46.4%	5.3%	P, 7
Lift or carry more than 1 lb and less than or equal to 10 lbs, occasionally	9.8%	1.7%			15.1%	3.2%	P
Lift or carry more than 1 lb and less than or equal to 10 lbs, frequently	<0.5%	-	1, 15		<0.5%	-	P, 1, 15
Lift or carry more than 1 lb and less than or equal to 10 lbs, constantly	<0.5%	-	1, 15		<0.5%	-	P, 1, 15
Lift or carry more than 10 lbs and less than or equal to 25 lbs, seldom (<2%/day)	9.2%	1.1%			7.5%	1.3%	P

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Lift or carry more than 10 lbs and less than or equal to 25 lbs, occasionally	2.3%	1.6%	P
Lift or carry more than 10 lbs and less than or equal to 25 lbs, frequently	<0.5%	1.15	P, 1.15
Lift or carry more than 10 lbs and less than or equal to 25 lbs, constantly	<0.5%	1.15	P, 1.15
Lift or carry more than 25 lbs and less than or equal to 50 lbs, seldom (<2%/day)	5.3%	1.9%	P
Lift or carry more than 25 lbs and less than or equal to 50 lbs, occasionally	<0.5%	1.15	P, 16, 15
Lift or carry more than 25 lbs and less than or equal to 50 lbs, frequently	<0.5%	1.15	P, 1, 15
Lift or carry more than 25 lbs, constantly	<0.5%	1.15	P, 1, 15
Lift or carry more than 50 lbs and less than or equal to 75 lbs, seldom (<2%/day)	<5%	16, 15	P, 1, 15
Lift or carry more than 50 lbs and less than or equal to 75 lbs, occasionally	<0.5%	1.15	P, 1, 15
Lift or carry more than 75 lbs and less than or equal to 100 lbs, seldom (<2%/day)	<0.5%	1.15	P, 1, 15
Lift or carry more than 75 lbs and less than or equal to 100 lbs, occasionally	<0.5%	1.15	P, 1, 15
Pushing or pulling with hands or arms (% of Workers)			
Pushing or pulling with hands or arms not required	97.9%	0.7%	7
Pushing or pulling with hands or arms is required	2.1%	0.7%	
Pushing or pulling with hands or arms, seldom (<2%/day)	2.1%	0.7%	
Pushing or pulling with hands or arms, occasionally	<0.5%	1.15	P, 16, 15
Pushing or pulling with hands or arms, frequently	<0.5%	1.15	P, 1, 15
Pushing or pulling with hands or arms, constantly	<0.5%	1.15	P, 1, 15
Pushing or pulling with one hand or arm required	<0.5%	1.15	P, 1, 15

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43-4171 Receptionists and Information Clerks				2023-FINAL-SECOND WAVE DATA				2025-PRELIMINARY-THIRD WAVE DATA			
Pushing or pulling with feet or legs (% of Workers)	Pushing or pulling with both hands or arms required	2.1%	0.7%	7	<5%	-	P, 16, 7, 15				
	Pushing or pulling with feet or legs not required	97.9%	0.7%	7	>95%	-	P, 35, 7, 15				
	Pushing or pulling with feet or legs is required	2.1%	0.7%		<5%	-	P, 16, 15				
	Pushing or pulling with one foot or leg required	<0.5%	-	1, 15	<0.5%	-	P, 1, 15				
	Pushing or pulling with both feet or legs required	2.1%	0.7%	7	<5%	-	P, 16, 7, 15				
	Pushing or pulling with feet or legs, seldom (<2%/day)	2.1%	0.7%		<0.5%	-	P, 1, 15				
	Pushing or pulling with feet or legs, occasionally	<0.5%	-	1, 15	<5%	-	P, 16, 15				
	Pushing or pulling with feet or legs, frequently	<0.5%	-	1, 15	<0.5%	-	P, 1, 15				
	Pushing or pulling with feet or legs, constantly	<0.5%	-	1, 15	<0.5%	-	P, 1, 15				
	Foot or leg controls (% of Workers)	Foot or leg controls not required	96.3%	1.5%	7	95.6%	2.4%	P, 7			
		Foot or leg controls required	3.7%	1.5%		4.4%	2.4%	P			
Foot or leg controls, seldom (<2%/day)		1.0%	-	6	2.5%	1.4%	P				
Foot or leg controls, occasionally		2.6%	1.5%		<10%	-	P, 17, 15				
Foot or leg controls, frequently		<0.5%	-	1, 15	<0.5%	-	P, 1, 15				
Foot or leg controls, constantly		<0.5%	-	1, 15	<0.5%	-	P, 1, 15				
Foot or leg controls with one foot or leg		<5%	-	16, 15	4.4%	2.4%	P, 7				
Foot or leg controls with both feet or legs		<5%	-	16, 15	<0.5%	-	P, 1, 15				
Sitting (Hours / % of Day)		Hours Sitting, mean	5.95 Hours	0.14 Hours	9	6.12 Hours	0.25 Hours	9, P			
		Hours Sitting, 10th percentile	2.52 Hours	0.76 Hours	9	2.50 Hours	1.00 Hours	9, P			

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Hours Sitting, 25th percentile	4.90 Hours	0.29 Hours	9	5.60 Hours	0.58 Hours	9,P
Hours Sitting, 50th percentile (median)	6.80 Hours	0.18 Hours	9	7.00 Hours	0.34 Hours	9,P
Hours Sitting, 75th percentile	7.50 Hours	0.21 Hours	9	7.60 Hours	0.20 Hours	9,P
Hours Sitting, 90th percentile	8.00 Hours	-	9,5	8.00 Hours	-	9,P,5
Sitting is required, mean	80.3%	1.4%	9	80.0%	2.6%	9,P
Sitting is required, 10th percentile	50.0%	-	9,6	50.0%	4.5%	9,P
Sitting is required, 25th percentile	75.0%	1.1%	9	75.0%	6.5%	9,P
Sitting is required, 50th percentile (median)	90.0%	-	9,6	90.0%	1.1%	9,P
Sitting is required, 75th percentile	95.0%	-	9,6	95.0%	-	9,P,6
Sitting is required, 90th percentile	100.0%	-	9,15	100.0%	-	9,P,15

Standing (Hours / % of Day)

Hours Standing, mean	1.34 Hours	0.12 Hours	8	1.34 Hours	0.15 Hours	8,P
Hours Standing, 10th percentile	<0.05 Hours	-	8,2,5	<0.05 Hours	-	8,P,2,5
Hours Standing, 25th percentile	0.40 Hours	-	8,5	0.40 Hours	-	8,P,5
Hours Standing, 50th percentile (median)	0.80 Hours	-	8,5	0.80 Hours	-	8,P,5
Hours Standing, 75th percentile	1.68 Hours	0.30 Hours	8	2.00 Hours	0.46 Hours	8,P
Hours Standing, 90th percentile	3.20 Hours	0.84 Hours	8	3.00 Hours	1.13 Hours	8,P
Hours standing, mean	19.7%	1.4%	8	20.0%	2.6%	8,P
Hours standing, 10th percentile	<0.5%	-	8,1,6	<0.5%	-	8,P,1,6
Hours standing, 25th percentile	5.0%	-	8,6	5.0%	-	8,P,6
Hours standing, 50th percentile (median)	10.0%	-	8,6	10.0%	1.1%	8,P
Hours standing, 75th percentile	25.0%	1.1%	8	25.0%	6.5%	8,P

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Choice of sitting or standing (% of Day)	Hours standing, 90th percentile	50.0%	-	8.6	50.0%	4.5%	8,P
	Choice of sitting or standing is not allowed	26.2%	2.4%	10	42.0%	7.0%	10,P
	Choice of sitting or standing is allowed	73.8%	2.4%	10.7	58.0%	7.0%	10,P,7
Driving (% Required)	Driving not required	97.5%	0.9%	7	95.6%	2.4%	P,7
	Driving required	2.5%	0.9%		4.4%	2.4%	P
Climbing	Value	SEM	Footnote	Value	SEM	Footnote	
Climbing structure-related ramps or stairs (% Workers)	Climbing structure-related ramps or stairs not required	92.1%	2.0%	7	96.8%	0.9%	P,7
	Climbing structure-related ramps or stairs required	7.9%	2.0%		3.2%	0.9%	P
Climbing work-related ramps or stairs (% Workers)	Climbing work-related ramps or stairs not required	98.2%	1.2%	7	>95%	-	P,35,7,15
	Climbing work-related ramps or stairs required	1.8%	1.2%		<5%	-	P,16,15
	Climbing work-related ramps or stairs, seldom (<2%/day)				<5%	-	P,16,15
	Climbing work-related ramps or stairs, occasionally				<0.5%	-	P,1,15
	Climbing work-related ramps or stairs, frequently				<0.5%	-	P,1,15
Climbing ladders, ropes, or scaffolds (% Workers)	Climbing ladders, ropes, or scaffolds not required	>95%	-	35,7,15	>99.5%	-	P,36,7,15
	Climbing ladders, ropes, or scaffolds required	<5%	-	16,15	<0.5%	-	P,1,15
	Climbing ladders, ropes, or scaffolds, seldom (<2%/day)	<5%	-	16,15	<0.5%	-	P,1,15

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Climbing ladders, ropes, or scaffolds, occasionally	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Climbing ladders, ropes, or scaffolds, frequently	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Climbing ladders, ropes, or scaffolds, constantly	<0.5%	-	1, 15	<0.5%	-	P, 1, 15

Low Postures Value SEM Footnote Value SEM Footnote

Low postures (% of Workers)	Low postures not required	80.8%	2.7%	7	71.4%	3.6%	P, 7
		Low postures required, seldom (<2%/day)	14.9%	2.7%	17.0%	2.5%	P
		Low postures required, occasionally	4.3%	1.0%	11.6%	1.7%	P
		Low postures required, frequently	<0.5%	-	<0.5%	-	P, 1, 15
		Low postures required, constantly	<0.5%	-	<0.5%	-	P, 1, 15
		Low postures required	19.2%	2.7%	28.6%	3.6%	P
		Stooping is not required	81.2%	2.8%	71.4%	3.6%	P, 7
		Stooping is required	5.0%	1.8%	3.2%	1.4%	P
		Worker choice to stoop when in low postures	13.9%	2.4%	25.4%	3.2%	P
		Kneeling is not required	89.2%	2.0%	85.0%	2.8%	P, 7
		Kneeling required	<5%	-	<0.5%	-	P, 1, 15
		Percent of workers that could choose to kneel when in low postures	<15%	-	15.0%	2.8%	P
		Crouching not required	87.5%	2.3%	78.2%	3.5%	P, 7
		Crouching required	<5%	-	<0.5%	-	P, 1, 15
		Percent of workers that could choose to crouch when in low postures	<15%	-	<30%	-	P, 21, 15
Low postures (% of Workers)	Crawling not required	>99.5%	-	36, 7, 15	>99.5%	-	P, 36, 7, 15
		Crawling required	<0.5%	1, 15	<0.5%	-	P, 1, 15

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Percent of workers that could choose to crawl when in low postures		Value	SEM	Footnote	Value	SEM	Footnote
		<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Reaching/Manipulation							
Reaching overhead (% of Workers)							
Reaching overhead not required		83.7%	2.1%	7	77.0%	5.0%	P, 7
Reaching overhead required		16.3%	2.1%		23.0%	5.0%	P
Reaching overhead, required seldom (<2%/day)		14.0%	1.6%		20.9%	5.0%	P
Reaching overhead, required occasionally		2.3%	1.2%		2.1%	1.1%	P
Reaching overhead, required frequently		<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Reaching overhead, reuired constantly		<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Reaching overhead required with one hand		5.6%	1.7%		16.4%	4.4%	P, 7
Reaching overhead required with both hands		10.7%	1.9%	7	6.6%	1.6%	P
Reaching at or below the shoulder (% of Workers)							
Reaching at or below the shoulder not required		38.4%	5.0%		48.6%	4.6%	P
Reaching at or below the shoulder required, seldom (<2%/day)		21.4%	3.7%		17.8%	2.6%	P
Reaching at or below the shoulder required, occasionally		37.6%	3.2%	7	32.9%	4.6%	P, 7
Reaching at or below the shoulder required, frequently		<5%	-	16, 15	<5%	-	P, 16, 15
Reaching at or below the shoulder required, constantly		<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Reaching at or below the shoulder required		61.6%	5.0%		51.4%	4.6%	P
Reaching at or below the shoulder with one hand		20.9%	3.4%		26.1%	4.5%	P, 7
Reaching at or below the shoulder with both hands		40.7%	3.6%	7	25.2%	5.5%	P
Gross manipulation (% of Workers)							
Gross manipulation not required		<0.5%	-	1, 15	<0.5%	-	P, 1, 15

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Gross manipulation required	>99.5%	-	36, 15	>99.5%	-	P, 36, 15
Gross manipulation, seldom (<2%/day)	4.7%	1.0%		1.9%	0.9%	P
Gross manipulation, occasionally	80.7%	2.0%	7	70.2%	6.5%	P, 7
Gross manipulation, frequently	14.3%	1.6%		26.8%	6.2%	P
Gross manipulation, constantly	<0.5%	-	1, 15	<5%	-	P, 16, 15
Gross manipulation with one hand	29.3%	2.6%		42.6%	6.0%	P
Gross manipulation with both hands	70.7%	2.6%	7	57.4%	6.0%	P, 7

Fine manipulation (% of Workers)

Fine manipulation is not required	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Fine manipulation is required	>99.5%	-	36, 15	>99.5%	-	P, 36, 15
Fine manipulation, seldom (<2%/day)	20.6%	2.0%		<0.5%	-	P, 1, 15
Fine manipulation, occasionally	77.1%	2.2%	7	53.0%	6.5%	P, 7
Fine manipulation, frequently	2.3%	0.5%		45.6%	6.5%	P
Fine manipulation, constantly	<0.5%	-	1, 15	<5%	-	P, 16, 15
Fine manipulation required with one hand	59.9%	2.0%	7	55.1%	5.7%	P, 7
Fine manipulation required with both hands	<45%	-	24, 15	44.9%	5.7%	P
Requires fine manipulation, not including keyboarding				0.5%	-	P, 6
Requires fine manipulation and keyboarding				99.5%	-	P, 7, 6

Keyboarding (any) - Second Wave only

	Value	SEM	Footnote	Value	SEM	Footnote
Keyboarding (% Workers)						
Keyboarding is not required	1.4%	0.5%				
Keyboarding is required	98.6%	0.5%				

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Keyboarding is required, seldom	3.7%	1.2%	
Keyboarding is required, occasionally	42.6%	2.6%	
Keyboarding is required, frequently	51.1%	2.5%	7
Keyboarding is required, constantly	1.2%	0.8%	

Communication

Communication		Value	SEM	Footnote	Value	SEM	Footnote
Speaking (% of Workers)							
	Speaking is not required	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
	Speaking required	>99.5%	-	36, 15	>99.5%	-	P, 36, 15
	Speaking is required, seldom (<2%/day)	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
	Speaking is required, occasionally	44.5%	3.3%		40.9%	4.5%	P
	Speaking is required, frequently	52.9%	3.4%	7	58.8%	4.5%	P, 7
	Speaking is required, constantly	2.6%	0.8%		<0.5%	-	P, 1, 15

Hearing requirements (% of Workers)

Hearing speech in person is not required	<0.5%	-	1, 15	<0.5%	-		P, 1, 15
Hearing speech in person is required	>99.5%	-	36, 7, 15	>99.5%	-		P, 36, 7, 15
Hearing over the telephone not required	<0.5%	-	1, 15	<0.5%	-		P, 1, 15
Hearing over the telephone required	>99.5%	-	36, 7, 15	>99.5%	-		P, 36, 7, 15
Hearing other sounds is not required	91.7%	2.1%	7				
Hearing other sounds is required	8.3%	2.1%					
Hearing other remote speech is not required	91.4%	1.0%	7	89.7%	2.9%		P, 7
Hearing other remote speech is required	8.6%	1.0%		10.3%	2.9%		P

Vision

Value	SEM	Footnote	Value	SEM	Footnote
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Vision (% of Workers)					
Near vision not required	<0.5%	-	1,15	<0.5%	-
Near vision is required	>99.5%	-	36,7,15	>99.5%	-
Far vision is not required	96.9%	1.0%	7	95.6%	2.4%
Far vision is required	3.1%	1.0%		4.4%	2.4%
Peripheral vision is not required	97.4%	0.9%	7	95.6%	2.4%
Peripheral vision is required	2.6%	0.9%		4.4%	2.4%

ENVIRONMENTAL CONDITIONS

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Environment	Value	SEM	Footnote	Value	SEM	Footnote
Outdoors (% of Workers)						
Not exposed to outdoors	97.1%	-	7, 6	96.6%	2.0%	P, 7
Exposed to outdoors	2.9%	-	6	3.4%	2.0%	P
Exposed to outdoors, seldom (<2%/day)				1.4%	0.5%	P
Exposed to outdoors, occasionally				<10%	-	P, 17, 15
Exposed to outdoors, frequently				<0.5%	-	P, 1.15
Exposed to outdoors, constantly				<0.5%	-	P, 1.15
Extreme cold (% of Workers)						
Not exposed to extreme cold	>99.5%	-	36.7, 15	>99.5%	-	P, 36.7, 15

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43-4171 Receptionists and Information Clerks	Exposed to extreme cold, seldom (<2%/day)	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to extreme cold, occasionally	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to extreme cold, frequently	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to extreme cold, constantly	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to extreme cold	<0.5%	-	1.15	<0.5%	-	P, 1.15
Extreme heat (% of Workers)	Not exposed to extreme heat	>99.5%	-	36.7, 15	>99.5%	-	P, 36.7, 15
	Exposed to extreme heat, seldom (<2%/day)	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to extreme heat, occasionally	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to extreme heat, frequently	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to extreme heat, constantly	<0.5%	-	1.15	<0.5%	-	P, 1.15
Wetness (% of Workers)	Exposed to extreme heat	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Not exposed to wetness	88.9%	1.8%	7	90.8%	3.1%	P, 7
	Exposed to wetness required	11.1%	1.8%		9.2%	3.1%	P
	Exposed to wetness, seldom (<2%/day)	8.2%	1.5%		3.0%	1.2%	P
	Exposed to wetness, occasionally	2.9%	1.5%		6.2%	3.1%	P
Humidity (% of Workers)	Exposed to wetness, frequently	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Exposed to wetness, constantly	<0.5%	-	1.15	<0.5%	-	P, 1.15
	Not exposed to humidity	>99.5%	-	36.7, 15	>99.5%	-	P, 36.7, 15
	Exposed to humidity	<0.5%	-	1.15	<0.5%	-	P, 1.15

43-4171 Receptionists and Information Clerks

43-4171 Receptionists and Information Clerks		2023-FINAL-SECOND WAVE DATA				2025-PRELIMINARY-THIRD WAVE DATA			
Noise intensity level (% of Workers)	Exposed to humidity, seldom (<2%/day)	<0.5%	-	1.15	<0.5%	-	P, 1.15		
	Exposed to humidity, occasionally	<0.5%	-	1.15	<0.5%	-	P, 1.15		
	Exposed to humidity, frequently	<0.5%	-	1.15	<0.5%	-	P, 1.15		
	Exposed to humidity, constantly	<0.5%	-	1.15	<0.5%	-	P, 1.15		
	Exposed to quiet noise	21.5%	3.0%		10.9%	2.2%	P		
No use of personal protective equipment to mitigate exposure to noise Used personal protective equipment to mitigate exposure to noise	Exposed to moderate noise	78.2%	3.0%	7	85.4%	2.1%	P, 7		
	Exposed to loud noise	<0.5%	-	1.15	3.7%	2.5%	P		
	Exposed to very loud noise	<0.5%	-	1.15	<0.5%	-	P, 1.15		
		>99.5%	-	36, 15	>99.5%	-	P, 36, 15		
		<0.5%	-	1, 15	<0.5%	-	P, 1, 15		
Heavy vibrations (% of Workers)	Not exposed to heavy vibrations	>99.5%	-	36, 7, 15	>99.5%	-	P, 36, 7, 15		
	Exposed to heavy vibrations	<0.5%	-	1, 15	<0.5%	-	P, 1, 15		
	Exposed to heavy vibrations, seldom (<2%/day)	<0.5%	-	1, 15	<0.5%	-	P, 1, 15		
	Exposed to heavy vibrations, occasionally	<0.5%	-	1, 15	<0.5%	-	P, 1, 15		
	Exposed to heavy vibrations, frequently	<0.5%	-	1, 15	<0.5%	-	P, 1, 15		
Exposed to heavy vibrations, constantly	<0.5%	-	1, 15	<0.5%	-	P, 1, 15			
Hazards		Value	SEM	Footnote	Value	SEM	Footnote		
Heights (% of Workers)	Not exposed to heights	>95%	-	35, 7, 15	>99.5%	-	P, 36, 7, 15		
	Exposed to heights	<5%	-	16, 15	<0.5%	-	P, 1, 15		

43-4171 Receptionists and Information Clerks

43-4171 Receptionists and Information Clerks		2023-FINAL-SECOND WAVE DATA		2025-PRELIMINARY-THIRD WAVE DATA			
Proximity to moving mechanical parts (% of Workers)	Exposed to heights, seldom (<2%/day)	<5%	-	16,15	<0.5%	-	P,1,15
	Exposed to heights, occasionally	<0.5%	-	1,15	<0.5%	-	P,1,15
	Exposed to heights, frequently	<0.5%	-	1,15	<0.5%	-	P,1,15
	Exposed to heights, constantly	<0.5%	-	1,15	<0.5%	-	P,1,15
	Exposure to heights fully mitigated	<0.5%	-	1,15	<0.5%	-	P,1,15
	No use of personal protective equipment to mitigate exposure to heights	<5%	-	16,15	<0.5%	-	P,1,15
	Used personal protective equipment to mitigate exposure to heights	<0.5%	-	1,15	<0.5%	-	P,1,15
Hazardous contaminants (% of Workers)	Exposed to hazardous contaminants, none	>99.5%	-	36,7,15	>99.5%	-	P,36,7,15
	Exposed to hazardous contaminants	<0.5%	-	1,15	<0.5%	-	P,1,15
	Exposed to hazardous contaminants, seldom (<2%/day)	<0.5%	-	1,15	<0.5%	-	P,1,15

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE DATA			2025-PRELIMINARY-THIRD WAVE DATA			
Receptionists and Information Clerks	Exposed to hazardous contaminants, occasionally	-	1,15	<0.5%	-	P, 1,15
	Exposed to hazardous contaminants, frequently	-	1,15	<0.5%	-	P, 1,15
	Exposure to hazardous contaminants fully mitigated	-	1,15	<0.5%	-	P, 1,15
	No use of personal protective equipment to mitigate exposure to hazardous contaminants	-	1,15	<0.5%	-	P, 1,15
	Used personal protective equipment to mitigate exposure to hazardous contaminants	-	1,15	<0.5%	-	P, 1,15

MENTAL / COGNITIVE

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE DATA 2025-PRELIMINARY-THIRD WAVE DATA

Work Review	Value	SEM	Footnote	Value	SEM	Footnote
Work review: Supervising others (% of Workers)						
Supervisory duties not required	>99.5%	-	36, 7, 15	99.2%	0.6%	P, 7
Supervisory duties required	<0.5%	-	1, 15	0.8%	0.6%	P
Work review: Frequency of work being checked (% of Workers)						
Work reviewed by a supervisor every few minutes				0.5%	-	P, 6
Work reviewed by a supervisor at least once per hour				12.6%	3.8%	P
Work reviewed by supervisor more than once per day	27.3%	1.9%		64.1%	5.3%	P, 7
Work reviewed by a supervisor at least once per day						
Work reviewed by supervisor once per day	34.5%	3.7%	7			
Work reviewed by a supervisor at least once per week	18.7%	2.5%		13.9%	3.1%	P

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE
DATA

2025-PRELIMINARY-THIRD WAVE
DATA

Work reviewed by a supervisor less than once per week, including never	19.6%	3.3%		8.9%	1.7%	P
Work review: Presence of supervisor (% of Workers)						
Supervisor not present	17.7%	2.3%		22.2%	5.3%	P
Supervisor present	82.3%	2.3%	7	77.8%	5.3%	P, 7

Pace	Value	SEM	Footnote	Value	SEM	Footnote
Pace: Control of workload (% of Workers)						
Workload controlled by machinery, equipment, or software	<0.5%	-	1,15	<0.5%	-	P, 1,15
Workload controlled by numerical performance targets	<0.5%	-	1,15	<0.5%	-	P, 1,15
Workload controlled by people	99.1%	0.5%	7	>99.5%	-	P, 36, 7, 15
Workload is self-paced	0.8%	0.5%		<0.5%	-	P, 1,15
Workload controlled by other external source	<0.5%	-	1,15	<0.5%	-	P, 1,15
Pace: Work pace (% of Workers)						
With consistent, generally fast work pace	34.6%	2.8%		35.5%	4.7%	P
With consistent, generally slow work pace	7.6%	1.4%		7.9%	2.7%	P
With varying work pace	57.8%	2.9%	7	56.6%	5.3%	P, 7
Pace: Pause control (% of Workers)						
No ability to pause work	53.9%	3.9%	7	64.8%	4.4%	P, 7
Ability to pause work	46.1%	3.9%		35.2%	4.4%	P
Personal Contacts						
Personal contacts: Verbal interactions (% Workers)						
Verbal interaction constantly, every few minutes	50.5%	3.8%	7			
Verbal interaction not constantly, but more than once per hour	48.8%	3.8%				

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE
DATA

2025-PRELIMINARY-THIRD WAVE
DATA

Verbal interaction required not more than once per hour, but more than once per day	0.7%	-	6	
	<0.5%	-	1,15	
Personal contacts: Verbal interactions, internal (% of Workers)				
Internal verbal interactions every few minutes	30.5%	3.6%	P	
Internal verbal interactions at least once per hour	61.3%	4.2%	P,7	
Internal verbal interactions at least once per day	8.3%	1.9%	P	
Internal verbal interactions at least once per week	<0.5%	-	P,1,15	
Internal verbal interactions less than once per week, including never	<0.5%	-	P,1,15	
Personal contacts: Verbal interactions, external (% of Workers)				
External verbal interactions every few minutes	74.1%	3.9%	P,7	
External verbal interactions at least once per hour	24.7%	3.5%	P	
External verbal interactions at least once per day	1.2%	0.9%	P	
External verbal interactions at least once per week	<0.5%	-	P,1,15	
External verbal interactions less than once per week, including never	<0.5%	-	P,1,15	
Personal contacts: People skills (% of Workers)				
With basic people skills	61.5%	2.7%	7	
With more than basic people skills	38.5%	2.7%		
Interaction with General Public				
	Value	SEM	Footnote	Value
Interaction with general public (% Workers)				
Interaction with general public is not required	<0.5%	-	1,15	
Interaction with general public is required	>99.5%	-	36,7,15	

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE DATA 2025-PRELIMINARY-THIRD WAVE DATA

Working around crowds (% of Workers)	Working around crowds not required	>99.5%	-	36,7,15	>99.5%	-	P,36,7,15
	Working around crowds is required	<0.5%	-	1,15	<0.5%	-	P,1,15
	Telework not available	98.2%	0.6%	7	97.3%	1.6%	P,7
Telework (% of Workers)	Telework available	1.8%	0.6%		2.7%	1.6%	P
	Telework not available						
Adaptability		Value	SEM	Footnote	Value	SEM	Footnote
Adaptability: Work schedule variability							
Work schedule variability not required					66.4%	5.6%	P,7
Work schedule variability required					33.6%	5.6%	P
Problem Solving		Value	SEM	Footnote	Value	SEM	Footnote
Problem solving (% Workers)							
Problem solving is required more than once per day		<0.5%	-	1,15			
Problem solving is required once per day		<0.5%	-	1,15			
Problem solving is required not every day, but at least once per week		<5%	-	16,15			
Problem solving is required not every week, but at least once per month		1.3%	0.5%				
Problem solving is required less often than monthly, including never		97.8%	0.8%	7			

EDUCATION, TRAINING, AND EXPERIENCE

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE DATA 2025-PRELIMINARY-THIRD WAVE DATA

Specific Vocational Preparation (SVP)	Value	SEM	Footnote	Value	SEM	Footnote
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43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE DATA

2025-PRELIMINARY-THIRD WAVE DATA

Minimum education level (% of Workers)						
No minimum education requirement and did not require literacy	<0.5%	-	11, 1, 15	<0.5%	-	11, P, 1, 15
No minimum education requirement and required literacy	<25%	-	11, 20, 15	28.9%	6.0%	11, P, 7
No minimum education requirement	19.3%	2.1%		28.9%	6.0%	P
Minimum education level is a high school vocational degree	<0.5%	-	1, 15			
Requires a high school diploma as the minimum education level	78.4%	2.2%	7	70.9%	6.0%	P, 7
Minimum education level is an associate's vocational degree	<0.5%	-	1, 15			
Minimum education level is an associate's degree	2.2%	1.1%		<0.5%	-	P, 1, 15
Minimum education level is a bachelor's degree	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Requires a master's degree as the minimum education level	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Requires a professional degree as the minimum education level	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Requires a doctorate degree as the minimum education level	<0.5%	-	1, 15	<0.5%	-	P, 1, 15
Specific Vocational Preparation (SVP) - (% of Workers)						
SVP 1 - Short demonstration only	2.8%	1.0%	12	<5%	-	12, P, 16, 15
SVP 2 - Beyond a short demonstration through 1 month	56.1%	2.0%	12, 7	68.0%	4.4%	12, P, 7
SVP 3 - Over 1 month through 3 months	6.2%	1.3%		6.5%	2.8%	P
SVP 4 - Over 3 months through 6 months	3.3%	1.6%		3.0%	1.4%	P
SVP 5 - Over 6 months through 1 year	4.8%	0.8%		5.4%	1.3%	P
SVP 6 - Over 1 year through 2 years	17.9%	1.9%		11.4%	1.8%	P
SVP 7 - Over 2 years through 4 years	8.8%	2.1%		2.8%	0.9%	P
SVP 8 - Over 4 years through 10 years	<0.5%	-	1, 15	1.1%	0.7%	P
SVP 9 - Over 10 years	<0.5%	-	1, 15	<0.5%	-	P, 1, 15

43-4171 Receptionists and Information Clerks

2023-FINAL-SECOND WAVE DATA

2025-PRELIMINARY-THIRD WAVE DATA

**** Completeness %**

99.9%

-

98.2%

-

Pre Employment Training

Value

SEM

Footnote

Value

SEM

Footnote

Credentials (% of Workers)

Credentials not required

95.5%

1.4%

7

Credentials required

4.5%

1.4%

Educational certificate is not required

>99.5%

-

P ,36 ,7 ,15

Educational certificate is required

<0.5%

-

P ,1 ,15

License or certification is not required

>95%

-

P ,35 ,7 ,15

License or certification is required

<5%

-

P ,16 ,15

Apprenticeship is not required

>99.5%

-

P ,36 ,7 ,15

Apprenticeship is required

<0.5%

-

P ,1 ,15

Prior work experience (Days)

No prior work experience required

66.9%

2.7%

7

76.7%

3.1%

P ,7

Prior work experience required

33.1%

2.7%

23.3%

3.1%

P

Prior work experience, mean

467.34 Days

22.76 Days

444.31 Days

42.58 Days

P

Prior work experience, 10th percentile

180.00 Days

-

5

Prior work experience, 25th percentile

365.00 Days

-

5

Prior work experience, 50th percentile - median

365.00 Days

-

5

365.00 Days

-

P ,5

Prior work experience, 75th percentile

730.00 Days

252.11 Days

730.00 Days

-

P ,5

Prior work experience, 90th percentile

On-the-job training

On-the-job training not required

5.6%

1.3%

3.2%

1.5%

P

43-4171 Receptionists and Information Clerks		2023-FINAL-SECOND WAVE DATA			2025-PRELIMINARY-THIRD WAVE DATA		
On-the-job training required	94.4%	1.3%	7	96.8%	1.5%	P, 7	
On-the-job training, mean	18.19 Days	3.31 Days		17.39 Days	2.16 Days	P	
On-the-job training, 10th percentile	1.50 Days	0.37 Days		1.50 Days	0.12 Days	P	
On-the-job training, 25th percentile	3.13 Days	0.69 Days					
On-the-job training, 50th percentile - median	7.00 Days	0.96 Days		11.38 Days	4.20 Days	P	
On-the-job training, 75th percentile	16.60 Days	6.71 Days		25.00 Days	5.26 Days	P	
On-the-job training, 90th percentile	32.20 Days	12.52 Days		30.00 Days	11.66 Days	P	

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**** Completeness %** value is the sum of reported values that are not reported as <X%.

2023 Footnote Codes

- 1: Estimate is less than 0.5 percent.
- 2: Estimate is less than 0.05 hours.
- 3: Estimate is less than 0.05 pounds.
- 5: Standard error is less than 0.05.
- 6: Standard error is less than 0.5.
- 7: This estimate is the mode for the category group.
- 8: Standing estimates include time spent standing or walking.
- 9: Sitting estimates include time spent sitting or lying down.
- 10: This estimate is present when workers have the flexibility to choose, there is no assigned time to do either, or no external factors cause either.
- 11: Workers with minimum education requirements are not included in the percentage of workers with literacy requirements.
- 12: A short demonstration is preparation time necessary to successfully perform a job and includes 4 hours or less.
- 15: The standard error is not available for this estimate.
- 16: Estimate is less than 5 percent.
- 18: Estimate is less than 15 percent.
- 20: Estimate is less than 25 percent.
- 24: Estimate is less than 45 percent.

- 35: Estimate is greater than 95 percent.
- 36: Estimate is greater than 99.5 percent.

2025 Footnote Codes

- 1: Estimate is less than 0.5 percent.
- 2: Estimate is less than 0.05 hours.
- 3: Estimate is less than 0.05 pounds.
- 5: Standard error is less than 0.05.
- 6: Standard error is less than 0.5.
- 7: This estimate is the mode for the category group.
- 8: Standing estimates include time spent standing or walking.
- 9: Sitting estimates include time spent sitting or lying down.
- 10: This estimate is present when workers have the flexibility to choose, there is no assigned time to do either, or no external factors cause either.
- 11: Workers with minimum education requirements are not included in the percentage of workers with literacy requirements.
- 12: A short demonstration is preparation time necessary to successfully perform a job and includes 4 hours or less.
- 15: The standard error is not available for this estimate.
- 16: Estimate is less than 5 percent.
- 17: Estimate is less than 10 percent.
- 21: Estimate is less than 30 percent.
- 35: Estimate is greater than 95 percent.
- 36: Estimate is greater than 99.5 percent.
- P: These are preliminary estimates and represent the first sample year of a multi-year sample period.

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