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2016

SALARY GUIDE

ADMINISTRATIVE HIRING TRENDS

rh OfficeTeam®
A Robert Half Company

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Your Source for Administrative Hiring Trends

The hiring market is becoming ever more competitive. To recruit and keep the best talent, more employers say they are willing to negotiate compensation than they were just a year ago, our research shows. But it's often difficult to know whether an offer is the right one.

That's why it's critical to benchmark your compensation levels periodically to ensure what you are paying is in line with what other companies are offering in your area. Since 1996, OfficeTeam has published an annual *Salary Guide* to help employers remain competitive in their industry and region.

In preparing the guide each year, we tap our deep networks to identify the latest hiring and workplace trends.



We're pleased to present the 2016 *Salary Guide*, which features a forecast of compensation ranges for positions across the administrative field. We hope you will find it helpful as you grow your organization in 2016.

For more about compensation and staffing,
please visit our Salary Center at
officeteam.com/salary-center.

Understanding the *Salary Guide*

For decades, the *OfficeTeam Salary Guide* has been a highly regarded resource for employers — and for good reason. Competitive compensation is a company's best line of defense against losing top talent.

The *2016 Salary Guide* features salary ranges for more than 60 administrative positions, including executive and administrative assistant, receptionist, customer service representative, and human resources (HR) assistant. Each year, employers use the guide to set compensation levels for new hires, plan budgets and better understand the hiring environment. The *Salary Guide* is so highly regarded that the U.S. Department of Labor's Bureau of Labor Statistics has included the guide's data in its *Occupational Outlook Handbook*.

The salary figures in the 2016 edition of our guide are based on a number of sources, most notably the thousands of full-time and temporary placements our staffing and recruiting professionals make each year. Our experts interact with hiring managers and job seekers daily, which gives us unique real-world insight into the latest compensation trends.

Other sources include:

- Our surveys of executives and hiring managers throughout North America
- An in-depth analysis of the hiring environment and an extrapolation of current trends into 2016
- Local insights from our staffing and recruiting teams throughout our global branch network

The projected salaries for each position reflect starting pay only. Bonuses, incentives and other forms of compensation are not taken into account. Since professionals joining a company may enter at a variety of experience levels, we report salaries in ranges. The ranges represent national averages and can be adjusted for your market by using the local variance numbers on Pages 12-14 for the United States and Page 18 for Canada.



62%

of support staff said administrative professionals are more valued by their companies than they were 10 years ago.

60%

of managers agreed.

Source: OfficeTeam and International Association of Administrative Professionals survey of 2,290 administrative professionals and 610 senior managers in the United States and Canada

Hiring Trends in the United States

As businesses across the country continue to expand their administrative teams, they are creating more opportunities for both well-versed professionals and those with only a few years' experience. Here are the top trends driving the job market for administrative staff:

Competition is heating up.

Top candidates don't stay in the job market for long. In fact, competition for the most skilled professionals is so strong that some firms are making offers as soon as they find the right candidate to avoid losing out. Companies with an organized, efficient hiring process will have a better chance of landing highly skilled talent because they can move quickly once a top prospect is identified.

Pay is rising.

Because firms are struggling to find the talent they need, many are starting to raise salaries to keep their best people. Executive assistants, administrative assistants and customer service representatives are in particular demand across all industries. Companies are also adding jobs in their HR departments to support an overall spike in hiring.

Perks are gaining in importance.

Higher pay is just one of the incentives employers are using to attract and retain employees.

Organizations are starting to offer more workplace benefits, as well, including flexible work schedules, additional vacation time, and free meals and snacks at the office. Others are doing more to acknowledge their employees' accomplishments and build morale.

The strong hiring outlook is broad-based.

Healthcare-related organizations such as medical groups and health plans continue to fuel hiring in the administrative field. Other industries, including real estate and construction, are also seeing an upswing in business and are expanding their administrative teams accordingly. Hiring is strong in the nonprofit sector, as well.

Temporary-to-full-time arrangements are popular.

Firms in all industries continue to hire administrative staff on a temporary basis. Those professionals who prove to be a good fit for the job and company are often brought on full time.



Technical expertise

Microsoft Office skills are a must-have for administrative professionals in today's workplace, but many employers are also seeking experience in other areas. For instance, firms now often rely on support staff to monitor and respond to customer feedback on social media platforms such as Facebook, Twitter, LinkedIn, Google+, Instagram and Pinterest. They're also looking for candidates with proficiency in database management software, including FileMaker Pro and Microsoft Access, and familiarity with SAP or other enterprise resource planning systems.

Experience in the field

Most firms are looking for candidates who have worked at least two years as an administrative professional. They seek workers who are prepared to hit the ground running, are open to learning new skills and can grow with the company. Some employers may also prefer individuals with a college degree.

A can-do attitude

Administrative personnel are expected to jump in and help with many different types of projects, and companies want support staff who are comfortable stepping outside their traditional roles. It's important that staff exhibit flexibility and a willingness to pitch in, as well as resourcefulness and initiative when it comes to solving problems.

Good communication skills

Because they are often the main contact for clients, customers and vendors, administrative staff must have excellent verbal and written communication skills. The ability to respond to requests clearly, accurately and comprehensively is critical. Multilingual skills are also a plus in many industries.

Professionalism

Customers and clients often form their first impression of the company through their interactions with administrative workers. For that reason, it's critical that staff are well-groomed, dress appropriately and speak confidently and courteously.



Spotlight: Administrative Healthcare Hiring Trends

Demand for administrative professionals in the healthcare industry remains very strong. Following are the top trends influencing hiring in this area:

Healthcare companies want software experience.

Employers seek professionals who have been trained in the necessary software programs so they can jump in and contribute immediately. Popular applications include those from Allscripts, athenahealth, Centricity, Cerner, eClinicalWorks, Epic and NextGen.

Customer service skills are paramount.

Healthcare providers are seeking efficient, tactful, courteous front-end staff to help manage an influx of people visiting their facilities. Many are new patients who have only recently obtained health insurance through the Affordable Care Act.

According to the U.S. Department of Labor's Bureau of Labor Statistics, healthcare is projected to add 5 million jobs in the United States between 2012 and 2022 — the most of any industry. In fact, 14 of the 30 fastest-growing U.S. occupations are healthcare-related.

Conversion remains top-of-mind.

Hiring managers in the healthcare field look for administrative staff who can assist with the transition to electronic medical records. Also, with the conversion from the World Health Organization's International Classification of Diseases, Ninth Revision (ICD-9) to ICD-10 continuing, demand for coding and health information management professionals will remain high.

Demand is growing due to an aging population.

As the population of Americans ages 65 and older increases, so does the need for workers in healthcare services to help serve them. In particular, companies that provide long-term care, home healthcare and durable medical equipment are expanding and are in need of highly skilled administrative professionals.

Administrative Salaries: United States

Title	2015	2016	% change
Administrative			
Senior Executive Assistant*	\$50,500 - \$67,250	\$53,500 - \$69,250	4.2%
Executive Assistant	\$42,000 - \$57,500	\$44,000 - \$59,500	4.0%
Senior Administrative Assistant	\$38,250 - \$49,000	\$39,750 - \$51,000	4.0%
Administrative Assistant	\$30,750 - \$41,750	\$32,250 - \$43,250	4.1%
Entry-Level Administrative Assistant	\$27,250 - \$34,500	\$28,250 - \$36,000	4.0%
Marketing Assistant	\$31,500 - \$41,000	\$32,750 - \$42,500	3.8%
Sales Assistant	\$30,250 - \$41,000	\$31,500 - \$42,500	3.9%
Specialized Assistant - Legal	\$37,500 - \$46,500	\$39,000 - \$47,750	3.3%
Property Management Assistant	\$31,500 - \$41,000	\$32,750 - \$42,500	3.8%
Mortgage Assistant	\$30,250 - \$38,250	\$31,500 - \$39,500	3.6%
Research Administrator	\$31,250 - \$38,250	\$32,500 - \$39,500	3.6%
Admissions Assistant	\$29,500 - \$37,000	\$30,500 - \$38,250	3.4%
Project Assistant/Coordinator	\$31,250 - \$45,250	\$32,500 - \$47,000	3.9%
Purchasing Assistant	\$32,750 - \$41,000	\$33,750 - \$42,750	3.7%
Management			
Office Manager	\$38,750 - \$61,500	\$40,750 - \$63,500	4.0%
Facilities Manager	\$38,750 - \$61,500	\$40,750 - \$63,750	4.2%
Project Manager	\$43,000 - \$56,500	\$44,000 - \$59,500	4.0%
Office Services			
Office/Facilities Coordinator/Assistant	\$28,500 - \$38,250	\$29,750 - \$39,250	3.4%
Office Clerk	\$23,000 - \$30,000	\$23,750 - \$31,000	3.3%
Mail Assistant/Clerk	\$22,500 - \$26,000	\$23,250 - \$26,250	2.1%
File Clerk	\$21,750 - \$26,000	\$22,500 - \$26,250	2.1%
Imaging/Scanning Specialist	\$23,000 - \$28,750	\$24,000 - \$29,250	2.9%
Claims Processor	\$29,500 - \$37,250	\$30,750 - \$38,250	3.4%
Logistics Coordinator	\$32,750 - \$44,250	\$34,000 - \$45,750	3.6%
Dispatcher	\$30,000 - \$40,250	\$31,000 - \$41,250	2.8%
Document Control Clerk	\$27,750 - \$35,000	\$28,750 - \$36,000	3.2%
Proofreader	\$37,500 - \$55,250	\$39,000 - \$57,500	4.0%
Presentation Specialist	\$44,500 - \$57,500	\$45,500 - \$60,500	3.9%

ADMINISTRATIVE SALARIES: UNITED STATES

Title	2015	2016	% change
Data Entry			
Senior Data Entry Specialist	\$28,750 - \$34,000	\$29,500 - \$34,750	2.4%
Data Entry Specialist	\$23,250 - \$30,000	\$23,750 - \$30,750	2.3%
Senior Order Entry Specialist	\$29,000 - \$35,000	\$29,750 - \$36,000	2.7%
Order Entry Specialist	\$24,500 - \$31,750	\$25,250 - \$32,500	2.7%
Reception			
Front Desk Coordinator	\$24,250 - \$33,250	\$25,250 - \$34,250	3.5%
Receptionist**	\$23,750 - \$32,500	\$24,750 - \$33,500	3.6%
Customer Service/Call Center			
Customer Service Manager***	\$42,500 - \$57,250	\$44,500 - \$59,250	4.0%
Senior Customer Service Representative	\$34,000 - \$44,500	\$35,500 - \$46,250	4.1%
Customer Service Representative	\$26,500 - \$36,250	\$27,500 - \$37,750	4.0%
Call Center Manager***	\$42,500 - \$57,250	\$44,500 - \$59,250	4.0%
Senior Call Center Representative	\$33,000 - \$43,250	\$34,500 - \$44,750	3.9%
Call Center Representative	\$26,250 - \$35,250	\$27,500 - \$36,500	4.1%
Human Resources (HR)			
HR Assistant	\$31,500 - \$42,000	\$33,000 - \$43,500	4.1%
HR Recruiting Specialist/Coordinator	\$36,750 - \$50,250	\$38,250 - \$52,250	4.0%
HR Benefits Specialist/Coordinator	\$38,750 - \$53,000	\$40,250 - \$55,250	4.1%
Administrative Healthcare			
Patient Registration/Intake/Admissions Clerk	\$28,500 - \$37,500	\$29,750 - \$38,750	3.8%
Insurance Referral Coordinator	\$30,750 - \$39,500	\$31,750 - \$41,000	3.6%
Insurance Verification Clerk	\$30,000 - \$38,750	\$31,250 - \$40,000	3.6%
Medical Office Administrator	\$41,250 - \$59,000	\$43,000 - \$61,500	4.2%
Medical Executive Assistant	\$40,000 - \$56,250	\$42,000 - \$58,250	4.2%
Medical Secretary/Administrative Assistant	\$33,500 - \$43,750	\$35,000 - \$45,500	4.2%
Medical Front Desk Coordinator	\$27,250 - \$35,250	\$28,250 - \$36,500	3.6%

ADMINISTRATIVE SALARIES: UNITED STATES

Title	2015	2016	% change
Administrative Healthcare (continued)			
Medical Receptionist	\$25,500 - \$33,500	\$26,500 - \$34,750	3.8%
Electronic Medical Records (EMR) Abstractor/Auditor	\$31,500 - \$40,000	\$32,750 - \$41,750	4.2%
EMR Quality Assurance Specialist	\$29,500 - \$37,750	\$31,250 - \$38,750	4.1%
EMR Clerk	\$26,750 - \$35,000	\$27,750 - \$36,500	4.0%
Medical Records Scanner	\$24,500 - \$31,250	\$25,500 - \$32,250	3.6%
Medical Data Entry Specialist	\$26,250 - \$33,500	\$27,500 - \$34,500	3.8%
Senior Medical Customer Service Representative	\$34,000 - \$43,250	\$35,750 - \$45,000	4.5%
Medical Customer Service Representative	\$29,250 - \$37,250	\$30,750 - \$38,500	4.1%
Member Services/Enrollment Manager	\$56,000 - \$74,750	\$58,750 - \$78,250	4.8%
Customer Service/Member Services Representative/Enrollment Specialist	\$32,000 - \$43,250	\$33,500 - \$45,250	4.7%
Medical Scheduler	\$31,250 - \$42,250	\$32,500 - \$43,750	3.7%
Dental Scheduler/Receptionist	\$28,250 - \$37,500	\$29,500 - \$38,750	3.8%
Credentialing Specialist	\$34,000 - \$43,250	\$35,500 - \$45,250	4.5%
Certified Medical Coding Manager	\$69,500 - \$91,750	\$72,750 - \$96,250	4.8%
Certified Coding Specialist	\$51,750 - \$68,500	\$54,250 - \$71,500	4.6%
Certified Professional Coder	\$51,500 - \$68,250	\$54,000 - \$71,250	4.6%
Provider Relations Specialist	\$40,750 - \$53,500	\$42,500 - \$55,250	3.7%

Notes for salary figures on Pages 8-10:

Add up to 12 percent for expert multilingual abilities.

Add up to 8 percent for Microsoft Office Specialist certification.

* Add up to 15 percent for senior executive assistants supporting C-level executives in large companies.

** Add up to 15 percent for receptionists in large companies who have more than five years of experience.

*** Add up to 20 percent for customer service managers or call center managers overseeing more than 20 people.

Figures listed on Pages 8-10 are average national starting salaries. To calculate the appropriate salary range for your local market, please refer to Pages 11-14 or contact an OfficeTeam staffing manager.

Local Market Variances: United States

The starting salary ranges provided on the previous pages reflect the national averages for each position. To determine the estimated salary range for a position in your area:



Locate your city's variance number on Pages 12-14.



Move the decimal point in the variance number two places to the left.



Multiply this figure by the low and high ends of the position's national salary range.



LOCAL MARKET VARIANCES: UNITED STATES

Alabama

Birmingham.....	95.0
Huntsville.....	93.0
Mobile.....	86.0

Arizona

Phoenix.....	112.0
Tucson.....	103.5

Arkansas

Fayetteville.....	95.0
Little Rock.....	95.0

California

Fresno.....	90.0
Irvine.....	128.0
Los Angeles.....	128.0
Oakland.....	127.0
Ontario.....	117.0
Sacramento.....	102.0
San Diego.....	123.0
San Francisco.....	138.0
San Jose.....	135.0
Santa Barbara.....	127.0
Santa Rosa.....	118.1
Stockton.....	85.0

Colorado

Boulder.....	116.3
Colorado Springs.....	92.3
Denver.....	104.8
Fort Collins.....	95.0
Greeley.....	86.0
Loveland.....	92.0
Pueblo.....	80.0

Connecticut

Hartford.....	116.5
New Haven.....	112.0
Stamford.....	131.0

Delaware

Wilmington.....	105.0
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District of Columbia

Washington.....	133.0
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Florida

Fort Myers.....	90.0
Jacksonville.....	95.0
Melbourne.....	90.5
Miami/Fort Lauderdale.....	107.0
Orlando.....	99.5
St. Petersburg.....	96.5
Tampa.....	98.0
West Palm Beach.....	100.5

Georgia

Atlanta.....	106.5
Macon.....	84.0
Savannah.....	84.0

Hawaii

Honolulu.....	105.0
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Idaho

Boise.....	86.1
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Illinois

Chicago.....	123.0
Naperville.....	112.0
Rockford.....	83.0
Springfield.....	91.0

LOCAL MARKET VARIANCES: UNITED STATES

Indiana

Fort Wayne	82.0
Indianapolis	96.0

Iowa

Cedar Rapids	94.0
Davenport	95.0
Des Moines.....	100.0
Sioux City.....	83.0
Waterloo/Cedar Falls.....	87.0

Kansas

Overland Park	99.2
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Kentucky

Lexington	91.5
Louisville	92.0

Louisiana

Baton Rouge	99.0
New Orleans	99.0

Maine

Portland.....	95.0
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Maryland

Baltimore	103.0
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Massachusetts

Boston	133.0
Springfield	104.0

Michigan

Ann Arbor.....	101.5
Detroit	100.0
Grand Rapids	85.5
Lansing.....	85.0

Minnesota

Bloomington	105.5
Duluth	79.6
Minneapolis.....	106.0
Rochester	100.5
St. Cloud.....	82.0
St. Paul	102.0

Missouri

Kansas City.....	99.2
St. Joseph	91.0
St. Louis	100.0

Nebraska

Lincoln.....	86.0
Omaha.....	96.0

Nevada

Las Vegas	97.0
Reno	98.0

New Hampshire

Manchester/Nashua	112.0
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New Jersey

Mount Laurel	115.0
Paramus	130.0
Princeton.....	125.0
Woodbridge.....	126.5

New Mexico

Albuquerque.....	91.5
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New York

Albany	97.0
Buffalo.....	95.0
Long Island.....	120.0

LOCAL MARKET VARIANCES: UNITED STATES

New York.....	140.0
Rochester.....	91.7
Syracuse.....	90.3

North Carolina

Charlotte.....	101.5
Greensboro.....	100.0
Raleigh.....	104.0

Ohio

Akron.....	89.0
Canton.....	82.0
Cincinnati.....	97.5
Cleveland.....	96.0
Columbus.....	97.5
Dayton.....	87.0
Toledo.....	84.5
Youngstown.....	76.0

Oklahoma

Oklahoma City.....	93.0
Tulsa.....	93.0

Oregon

Portland.....	106.5
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Pennsylvania

Harrisburg.....	95.0
Philadelphia.....	115.0
Pittsburgh.....	98.0

Rhode Island

Providence.....	97.0
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South Carolina

Charleston.....	93.5
Columbia.....	93.5
Greenville.....	92.0

Tennessee

Chattanooga.....	89.0
Cool Springs.....	99.0
Knoxville.....	89.0
Memphis.....	95.0
Nashville.....	99.5

Texas

Austin.....	107.0
Dallas.....	108.5
El Paso.....	72.0
Fort Worth.....	107.5
Houston.....	107.5
Midland/Odessa.....	115.0
San Antonio.....	100.0

Utah

Salt Lake City.....	101.0
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Virginia

Norfolk/Hampton Roads.....	96.0
Richmond.....	98.0
Tysons Corner.....	132.0

Washington

Seattle.....	118.9
Spokane.....	82.0

Wisconsin

Appleton.....	85.0
Green Bay.....	86.5
Madison.....	98.5
Milwaukee.....	101.0
Waukesha.....	99.0

Source of information on Pages 12-14: U.S. Department of Labor's Bureau of Labor Statistics and OfficeTeam. City index figures are reflective of all industries and are not specific to the administrative field. For more information on average salaries in your city, contact the OfficeTeam location nearest you.

Hiring Trends in Canada

Canada's job market has been rebounding gradually, and it's conceivable that the hiring outlook will continue to improve. The property management, manufacturing and technology industries remain strong, and demand for skilled administrative assistants and project coordinators in these fields is high.

Hiring managers are seeking administrative professionals who have the technical and soft skills to make immediate contributions, but are also open to training and growing with the company.

Moreover, firms are embracing temporary-to-full-time arrangements that allow them to assess candidates' suitability for the position and company culture before they're brought on for full-time employment.

Skills in Demand

Technical skills

Most companies require expertise in the Microsoft Office suite, with particular emphasis on Word, Outlook, Excel and PowerPoint. Experience with social media is also in demand. In addition, companies are looking for candidates who can use database management software and enterprise resource planning programs.

Flexibility and a willingness to take on any task

Firms want strong team players who will help with any project, including those that fall outside their job description. Top candidates demonstrate versatility and an unflinching work ethic.

Resourcefulness and initiative

Self-starters who can jump in and solve problems with little direction are in high demand.

Superb communication skills

The ability to communicate clearly over the phone, in person and via email is a crucial skill for administrative professionals, who spend much of their time working with customers, clients and vendors. In some areas, firms place a premium on candidates who are fluent in both English and French.

47%

of managers said new technology/software has had the greatest impact on administrative professionals in the past year.



Administrative Salaries: Canada

Title	2015	2016	% change
Administrative			
Senior Executive Assistant*	\$60,750 - \$76,500	\$62,500 - \$80,250	4.0%
Executive Assistant	\$50,000 - \$64,000	\$52,000 - \$66,500	3.9%
Senior Administrative Assistant	\$45,750 - \$55,750	\$47,250 - \$58,250	3.9%
Administrative Assistant	\$37,250 - \$48,000	\$38,500 - \$50,000	3.8%
Entry-Level Administrative Assistant	\$34,250 - \$40,750	\$35,000 - \$42,750	3.7%
Marketing Assistant	\$40,000 - \$50,000	\$41,250 - \$52,000	3.6%
Sales Assistant	\$38,000 - \$48,750	\$39,250 - \$50,750	3.7%
Specialized Assistant - Legal	\$34,750 - \$44,250	\$35,000 - \$46,500	3.2%
Property Management Assistant	\$38,250 - \$47,750	\$39,750 - \$49,500	3.8%
Research Administrator	\$36,500 - \$45,000	\$37,500 - \$46,750	3.4%
Admissions Assistant	\$34,500 - \$41,250	\$35,250 - \$43,000	3.3%
Project Assistant/Coordinator	\$40,250 - \$54,250	\$41,500 - \$56,500	3.7%
Purchasing Assistant	\$39,000 - \$48,000	\$40,250 - \$49,750	3.4%
Management			
Office Manager	\$49,500 - \$72,000	\$51,000 - \$75,000	3.7%
Facilities Manager	\$49,500 - \$72,000	\$51,000 - \$75,250	3.9%
Project Manager	\$49,000 - \$64,750	\$51,250 - \$66,750	3.7%
Office Services			
Office/Facilities Coordinator/Assistant	\$38,250 - \$46,500	\$39,250 - \$48,000	2.9%
Office Clerk	\$30,000 - \$36,000	\$30,750 - \$37,000	2.7%
Mail Assistant/Clerk	\$29,000 - \$34,250	\$29,500 - \$35,000	2.0%
File Clerk	\$27,750 - \$33,500	\$28,500 - \$34,000	2.0%
Imaging/Scanning Specialist	\$29,000 - \$34,250	\$29,750 - \$35,000	2.4%
Claims Processor	\$31,250 - \$37,750	\$32,250 - \$39,000	3.3%
Logistics Coordinator	\$39,500 - \$50,500	\$40,750 - \$52,000	3.1%
Dispatcher	\$37,000 - \$47,250	\$37,500 - \$48,750	2.4%
Document Control Clerk	\$33,750 - \$42,000	\$35,000 - \$43,000	3.0%
Proofreader	\$43,250 - \$57,000	\$44,250 - \$58,000	2.0%
Presentation Specialist	\$39,500 - \$49,750	\$40,500 - \$50,750	2.2%

ADMINISTRATIVE SALARIES: CANADA

Title	2015	2016	% change
Data Entry			
Senior Data Entry Specialist	\$34,750 - \$41,000	\$35,250 - \$42,000	2.0%
Data Entry Specialist	\$30,500 - \$36,000	\$31,000 - \$36,750	1.9%
Senior Order Entry Specialist	\$35,750 - \$44,500	\$36,500 - \$45,500	2.2%
Order Entry Specialist	\$33,250 - \$39,000	\$34,000 - \$39,750	2.1%
Reception			
Front Desk Coordinator	\$34,750 - \$41,500	\$35,500 - \$43,250	3.3%
Receptionist**	\$32,250 - \$38,750	\$33,000 - \$40,500	3.5%
Customer Service/Call Center			
Customer Service Manager***	\$49,500 - \$64,250	\$51,000 - \$67,000	3.7%
Senior Customer Service Representative	\$43,000 - \$52,750	\$44,500 - \$54,750	3.7%
Customer Service Representative	\$34,250 - \$43,000	\$35,500 - \$44,500	3.6%
Call Center Manager***	\$53,000 - \$73,750	\$54,750 - \$76,500	3.6%
Senior Call Center Representative	\$40,750 - \$50,250	\$42,000 - \$52,250	3.6%
Call Center Representative	\$31,500 - \$40,000	\$32,750 - \$41,250	3.5%
Human Resources (HR)			
HR Assistant	\$39,500 - \$51,250	\$40,750 - \$53,500	3.9%
HR Recruiting Specialist/Coordinator	\$43,000 - \$55,000	\$43,750 - \$58,000	3.8%
HR Benefits Specialist/Coordinator	\$44,500 - \$55,250	\$45,000 - \$58,500	3.8%
Administrative Healthcare			
Medical Secretary/Administrative Assistant	\$40,500 - \$52,000	\$41,750 - \$54,250	3.8%
Medical Receptionist	\$34,750 - \$43,250	\$35,500 - \$45,250	3.5%
Electronic Medical Records (EMR) Clerk	\$35,500 - \$42,750	\$36,750 - \$44,500	3.8%
Medical Data Entry Specialist	\$33,500 - \$40,500	\$34,500 - \$42,250	3.7%

Notes for salary figures on Pages 16-17:

Add up to 16 percent for expert multilingual abilities.

Add up to 9 percent for Microsoft Office Specialist certification.

* Add up to 15 percent for senior executive assistants supporting C-level executives in large companies.

** Add up to 15 percent for receptionists in large companies who have more than five years of experience.

*** Add up to 20 percent for customer service managers or call center managers overseeing more than 20 people.

Figures listed on Pages 16-17 are average national starting salaries. To calculate the appropriate salary range for your local market, please refer to Page 18 or contact an OfficeTeam staffing manager.

All salaries listed on Pages 16-17 are in Canadian dollars.

Local Market Variances: Canada

The starting salary ranges provided on the previous pages reflect the national averages for each position. To determine the estimated salary range for a position in your area:



Locate your city's variance number below.



Move the decimal point in the variance number two places to the left.



Multiply this figure by the low and high ends of the position's national salary range.

Alberta

Calgary	104.8
Edmonton	102.9

British Columbia

Fraser Valley	98.4
Vancouver	103.9
Victoria	96.2

Manitoba

Winnipeg	90.5
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Ontario

Kitchener-Waterloo	95.8
Ottawa	100.2
Toronto	104.9

Quebec

Montreal	102.9
Quebec City	90.0

Saskatchewan

Regina	93.9
Saskatoon	95.3



Get a personalized salary calculation at
officeteam.com/salary-calculator.

What Does Growing Employee Confidence Mean for Salaries?

With persistent skills shortages, employees are back in the driver's seat in numerous fields. For many, this means they can afford to ask for more pay. But what does it mean for employers?

Consider this: Nearly two out of three workers polled in a 2015 Robert Half survey said they are more confident today in their job prospects than one year ago. Confident professionals are flight risks if they feel undervalued at work. That's likely the reason 25 percent of chief financial officers we interviewed recently said they'd lost a good employee in the past year to a job that paid more. This comes on the heels of other Robert Half research that found that insufficient salary is the top reason people quit their jobs.



Still more of our research shows many workers who feel they deserve a raise won't even ask for one before deciding to jump ship. All of this ups the ante for managers and business owners. It makes it critical for employers to benchmark their salaries *proactively* against those of other companies in their region and industry. In addition to offering competitive pay, employers need to consider having salary discussions with staff more often than the scheduled annual review.

Bottom Line: Don't wait for your employees to approach you about a raise. By then, it may be too late.

Industry reports such as this *Salary Guide* detail compensation levels for a wide array of positions. To further inform your benchmarking efforts, also consider working with a top-rated staffing firm such as OfficeTeam. Our professionals keep their fingers on the pulse of the job market and can help you keep current with local pay and benefit trends.

Hiring for Your Work Environment

Successfully staffing any position in your organization requires more than just finding someone who can do the job. Besides technical skills, the ideal candidate will also have the interpersonal qualities to fit well within a larger mosaic: your company culture.

But how can you know if someone is a good job match from an interview alone? Well, you can't. At least, not entirely. Here are some steps you can take to find the ideal candidate:

Demonstrate what makes you different.

Highlight the unique attributes of your company culture on your website and in job postings. Also make sure your hiring managers can easily articulate why your organization is a great place to work. Help them capture in words, example and imagery the essence of your company's atmosphere and people.

Introduce the team.

When you invite candidates in for interviews, give them an opportunity to talk to other employees. This can offer them additional perspectives into what it's really like to work for your company. Later, you can ask your team how well they feel the person would do in the job.

Ask the right interview questions, such as:

- **What makes you want to come to work every day?** Does workplace competition motivate or discourage them? Do they enjoy building relationships with clients, or do they love behind-the-scenes problem-solving? Again, look for candidates whose passion matches your workplace culture.
- **Why do you want to work here?** Your best prospects will go beyond your products and business stability and touch on aspects of your company culture. Do you get a sense your work environment would stimulate them?
- **Can you describe your work style?** Some professionals will say they're most productive when they work independently; others work better when they're part of a team. Do you think the person can find satisfaction working for you?

The most important aspect of company culture is authenticity. If you mimic the hallmarks of other firms instead of reflecting what yours really is, it's going to be tough to hire people who will work in sync with your team.

Gen Z: The Next Generation of Workers Is Here!

Generation Z, often defined as individuals born between 1990 and 1999, brings a new perspective on work and life to the office. What does that mean for hiring managers who recruit from this demographic group? Following are five findings from our research about Gen Z's attitudes and preferences:

1

Gen Z's career goals include attaining management positions within five years of finishing college (32 percent), as well as starting their own business (20 percent).

2

Gen Z has access to more mobile and personal tech devices than any previous generation, which to some would indicate a preference for working solo. Yet they say their ideal work situation includes collaborating on small teams in an office.

3

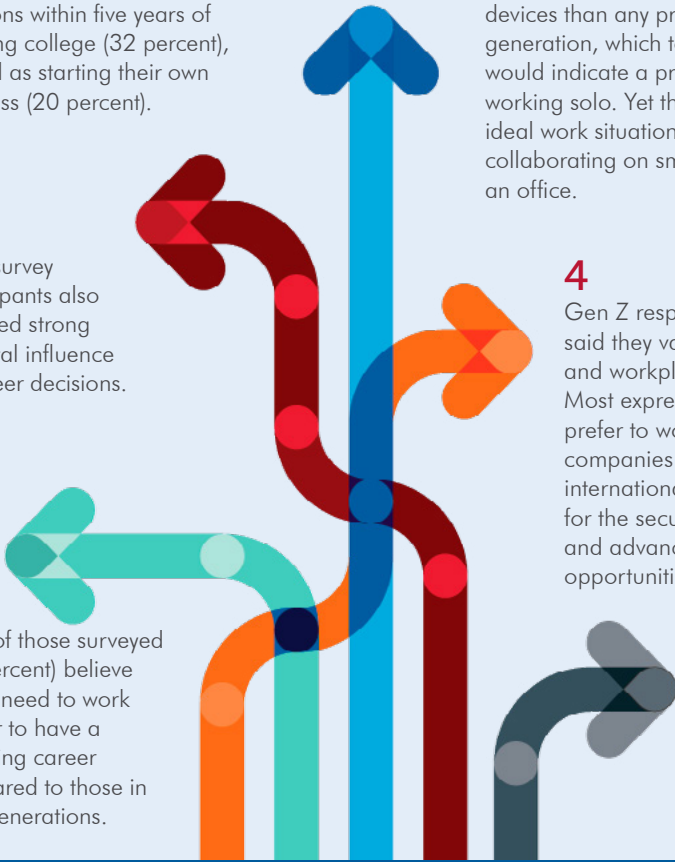
Most survey participants also reported strong parental influence in career decisions.

4

Gen Z respondents said they value financial and workplace security. Most expressed they prefer to work at midsize companies or large international corporations for the security and advancement opportunities.

5

Most of those surveyed (77 percent) believe they'll need to work harder to have a satisfying career compared to those in past generations.



To download our report, Get Ready for Generation Z, visit roberthalf.com/generation-z.

Glossary of Job Descriptions



Administrative

Senior Executive Assistant – Duties include those described for executive assistant, but the position supports the most senior executives, particularly in large corporations. A premium is paid for specific industry expertise. Sensitivity to confidential matters is required.

Executive Assistant – Performs administrative duties for executive management. Responsibilities may include screening calls; managing calendars; making travel, meeting and event arrangements; preparing reports and financial data; training and supervising other support staff; and customer relations. Requires strong computer and Internet research skills, flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff, outside clients and vendors. Sensitivity to confidential matters may be required.

Senior Administrative Assistant – Duties include those described for administrative assistant, but the position requires more work experience within each function. Supports senior-level managers and may supervise other support staff. A premium is paid for specific industry experience. Advanced computer skills and the ability to train others in system usage are preferred.

Administrative Assistant – Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing. Extensive software skills, Internet research abilities and strong communication skills are required. Staff in this category may also have the title of department assistant, coordinator or associate.

Entry-Level Administrative Assistant –

Performs a variety of Internet research functions and uses word processing, spreadsheet and presentation software. Duties also include fielding telephone calls, filing and data entry. May assist with overflow work from administrative and executive assistants and fill in for the office receptionist as needed.

Marketing Assistant –

Duties include those described for administrative assistant, but this position supports a marketing department exclusively. May assist both full-time employees and freelance staff. Additional duties include helping with trade show and event planning, creating or updating presentation software files, tracking budgets and expenses, and communicating with external creative service providers. May also be involved in monitoring activity and posting content for an organization's social media channels.

Sales Assistant –

Duties include those described for administrative assistant, but this position supports a sales department exclusively. May assist sales staff based in remote locations. Additional responsibilities may include processing expense reports, coordinating the submission of proposals, planning meetings, tracking sales progress, troubleshooting minor technical problems, maintaining department database records, and serving as a liaison between traveling sales representatives and staff based in the home office.

Specialized Assistant – Legal –

Duties include those described for administrative assistant, but this position supports a corporate legal department or law firm exclusively. Additional responsibilities include assisting lawyers with screening client calls, preparing business correspondence and transcribing dictation. Must have excellent computer, communication and writing skills; understand local and state or provincial rules regarding pleadings

GLOSSARY OF JOB DESCRIPTIONS

and discovery formats, deadlines, and filing requirements; be familiar with court structures, vendors and other legal resources; and have basic knowledge of legal terminology.

Property Management Assistant – Duties include those described for administrative assistant, but this position supports a property management company exclusively. Assists with reviewing lease contracts and tracking work orders and rent increases. Responsible for administrative support and landlord/tenant relations, as well as accounts payable functions.

Mortgage Assistant – Responsible for preparing loan documents for review. May distribute signed contracts and organize loan files. May also perform clerical, administrative and sales support duties. Strong organizational, communication and computer skills are required. Customer service, data entry and multitasking skills are preferred.

Research Administrator – Conducts research and gathers documentation in order to compile comprehensive reports. Extreme attention to detail and strong Internet skills are required.

Admissions Assistant – Duties include those described for administrative assistant, but this position supports an admissions department at an educational institution. Additional duties include drafting and distributing student mailings, filing student information, scheduling appointments and processing transcript requests. May assist in coordinating student orientations. Strong verbal and written communication, customer service, and data entry skills are required.

Project Assistant/Coordinator – Works with internal and external parties to initiate and run major projects. Coordinates schedules and activities, places orders for supplies and services, and tracks progress and results. Requires

excellent communication skills and extensive knowledge of database and project management software. Often reports to product development, project management or marketing executives.

Purchasing Assistant – Creates, processes and tracks purchase orders. Maintains records of orders and inventory and follows up with vendors on shipment and delivery. Requires strong verbal communication, organizational and time management skills.



Management

Office Manager – Coordinates various office support services, including supervising purchasing processes and selecting vendors. Requires strong communication skills and some accounting knowledge. May oversee other office administrative staff. At some companies, this role may take on HR responsibilities, such as maintaining office policies and procedures. Often responsible for managing office moves.

Facilities Manager – Oversees the maintenance of buildings, grounds, security and office equipment for an organization. Duties include scheduling repairs, renovation projects and safety inspections. May direct maintenance staff and manage contractor and vendor relationships.

Project Manager – Responsibilities include those described for project assistant/coordinator, but the position requires more extensive experience and management skills. Oversees all aspects of the planning, implementation and tracking of projects. May supervise a team of project assistants/coordinators.



Office Services

Office/Facilities Coordinator/Assistant – Supports the office or facilities manager in various administration duties, including facility and general maintenance services.

GLOSSARY OF JOB DESCRIPTIONS

Requires strong communication abilities, in addition to computer and data entry skills.

Office Clerk – Performs basic clerical tasks. Operates standard office equipment. May require computer and data entry skills.

Mail Assistant/Clerk – Sorts and distributes incoming and outgoing mail. Operates manual and electronic mailing equipment. Interacts with courier companies.

File Clerk – Performs clerical tasks, such as arranging letters, memoranda, invoices and other indexed documents according to an established system. Operates office equipment and completes general office work. Additional duties may include answering telephones and data entry.

Imaging/Scanning Specialist – Sorts and prepares documents for imaging. Scans and verifies documents and indexes images. Must have knowledge of document imaging/scanning hardware and software, as well as experience creating electronic copies of documents. Experience with Microsoft Office and document creation software such as Adobe Acrobat is required.

Claims Processor – Provides administrative support in a claims department. Reviews insurance claims for accuracy and completeness before processing and submitting them to the claims examiner. Strong data entry, communication and computer skills are required. Thorough knowledge of the insurance industry is preferred, as is previous experience.

Logistics Coordinator – Responsible for the logistical processing of customer orders, including coordination with vendors, sales staff, customer service representatives, billing representatives, warehouses and shippers. Arranges shipments. Some experience in purchasing, inventory control, transportation and warehousing functions is needed. Computer proficiency is also required.

Dispatcher – Schedules and dispatches workers, equipment or service vehicles to carry materials or passengers. Records information on each call and prepares detailed reports on all activities occurring during the shift. Communication skills and the ability to work under pressure are important.

Document Control Clerk – Responsibilities include controlling the incoming and outgoing documentation process and maintaining files and project reports. May also route orders, organize indexes and track shipping practices.

Proofreader – Edits copy to ensure proper grammar, spelling, syntax and style. Requires an eye for detail, an ability to use standard proofreading marks, and excellent knowledge of grammar and style.

Presentation Specialist – Uses Microsoft PowerPoint and other software to create internal and external presentations for organizations. May also edit material and provide basic instruction to presenters. Strong design sense and organizational skills are required.



Data Entry

Senior Data Entry Specialist – Duties include those described for data entry specialist, but the position requires more experience. Prioritizes and batches material for data entry. Completes information analysis for procedures and reports. Must have knowledge of technical material and the ability to train and supervise others. Should also be capable of high-volume data entry.

Data Entry Specialist – Inputs information quickly and accurately from a variety of sources into a computer database. May take customer orders and enter them into a tracking system.

Senior Order Entry Specialist – Duties include those described for order entry specialist, but the position requires more experience. Manages order entry activities for the organization. Works with shipping

GLOSSARY OF JOB DESCRIPTIONS

and manufacturing partners to schedule shipments to customers. Resolves customer order issues and assists with training new employees.

Order Entry Specialist – Duties similar to those described for data entry specialist, but the position involves more customer interaction by phone or email. Checks inventory and provides shipping and pricing information. Tracks an order from its placement until the product is delivered. Good communication, computer, typing and alphanumeric data entry skills are required.



Reception

Front Desk Coordinator – Manages the company's lobby area. Greets and directs all visitors, including vendors, clients, job candidates and customers. Ensures completion of paperwork, sign-in and security procedures. Handles special administrative projects, as well as overflow work from other assistants. Depending on the size of the firm, may also answer incoming calls.

Receptionist – Greets visitors and performs general administrative duties. Handles incoming calls and may operate a switchboard. May also assist other administrative staff with overflow work, including word processing, data entry and Internet research tasks.



Customer Service/ Call Center

Customer Service Manager – Hires, trains and manages members of the customer service department. Resolves escalated or difficult issues regarding client complaints and other matters. Evaluates team performance. Works closely with managers in other departments on updating policies and procedures for client service. Some employers require an associate or bachelor's degree or several years of relevant experience.

Senior Customer Service Representative – Duties include those described for customer service

representative, but the position requires stronger work experience for each function. Additional duties may include resolving customer complaints, managing database records, drafting status reports on customer service issues and supervising staff.

Customer Service Representative – Receives and places telephone calls. Maintains solid customer relationships by handling questions and concerns with speed and professionalism. Performs data entry. May also require research skills to troubleshoot customer problems. Excellent communication abilities and data entry skills are essential.

Call Center Manager – Hires, trains and manages call center employees. Responsible for reviewing, implementing and improving call center policies and procedures. Tracks call volume and quality and prepares reports for company management. Some employers require an associate or bachelor's degree or several years of relevant experience.

Senior Call Center Representative – Duties include those described for call center representative, but the position requires more work experience. Additional responsibilities may include communication with customers and clients, upselling existing accounts, managing database records, and supervising staff.

Call Center Representative – Duties at an inbound call center include responding to customer inquiries, processing orders and routing calls to appropriate departments. Responsibilities at an outbound call center include contacting businesses or individuals, describing products or services, and obtaining customer information and leads. Handles a high volume of calls, usually leveraging an autodialer system. Performs data entry, maintains customer databases and logs calls. Excellent communication, customer service and alphanumeric data entry skills are required.



Human Resources (HR)

HR Assistant – Screens telephone calls, schedules interviews and conducts Internet research to locate potential job candidates. Also scans resumes, assists with planning new employee orientations, compiles materials and maintains employee database records. Strong computer skills are required, as is sensitivity to confidential matters.

HR Recruiting Specialist/Coordinator – Duties include internal and external posting of open positions, evaluating candidates to ensure they meet company hiring standards, and preparing offer letters. Additional responsibilities may include overseeing applicant tracking and conducting recruiting analysis. May also assist with other HR department projects. Strong computer, communication, interpersonal and organizational skills are required.

HR Benefits Specialist/Coordinator – Assists with the operational management of domestic health and welfare benefit programs, 401(k) plans or Registered Retirement Savings Plans (RRSPs), and the Human Resources Information System (HRIS). Helps register employees for benefit plans, serves as the primary contact for benefit-related questions or complaints, and works directly with vendors to resolve issues. Strong computer, communication, interpersonal and organizational skills are required.



Administrative Healthcare

Patient Registration/Intake/Admissions Clerk – Interviews incoming patients prior to admission to gather demographic, insurance and emergency information. Ensures completion of paperwork, sign-in and security procedures. Explains facility policies, prepares and distributes patient identification bands, and arranges for transportation to assigned rooms. Additional duties may include collecting copayments, answering phones, assisting family members, and conducting research for prior medical records and account

folders. Sensitivity to confidential matters is required.

Insurance Referral Coordinator – Serves as a liaison between insurance and healthcare providers to ensure required referrals have been processed correctly for medical specialty visits. Must have a solid understanding of insurance procedures and a working knowledge of medical terminology and coding. Knowledge of medical billing is a plus.

Insurance Verification Clerk – Provides support to medical billing staff. Clarifies and verifies details of insurance coverage with private or government carriers and offers information to patients before medical services are provided. Obtains insurance authorization for medical procedures, tracks physician referrals and provides necessary details to billing staff. The position involves heavy phone interaction and demands top customer service and problem-solving skills in working with physicians, claims processors, medical billers and patients.

Medical Office Administrator – Oversees the day-to-day management of a healthcare practice. Responsibilities include hiring and managing staff, developing a business plan, interacting with insurance companies, handling contracts, and attending seminars to remain current with rules and regulations. Manages all accounts receivable functions and the budget for the office/department.

Medical Executive Assistant – Performs administrative duties similar to those of an executive assistant but for medical executives, including C-level hospital executives, department chairs and senior administrators. Knowledge of software programs and medical terminology is required. Previous experience in project coordination and writing (for grant and proposal processes) may be necessary. Taking dictation and synchronizing handheld devices with office computers may be required.

GLOSSARY OF JOB DESCRIPTIONS

Medical Secretary/Administrative Assistant – Performs duties similar to those of an administrative assistant but in a hospital, medical office or healthcare-related industry, such as insurance. Familiarity with medical terminology, claims management and filing procedures is often required. This position calls for frequent interaction with vendors and patients. Sensitivity to confidential matters is required.

Medical Front Desk Coordinator – Greets and directs all visitors, including patients, representatives, job candidates and customers. Ensures completion of paperwork, sign-in and security procedures, and scheduling of patients. In larger organizations, acts as the lead for all front desk staff (including receptionists and/or schedulers), coordinates schedules for the front desk, assists in managerial tasks and serves as the initial contact in problem resolution.

Medical Receptionist – Greets visitors, handles incoming calls, schedules appointments and performs general administrative duties in a healthcare facility. Must be familiar with medical terminology. Sensitivity to confidential matters is required.

Electronic Medical Records (EMR) Abstractor/Auditor – Extracts key data from patient records and enters a summary of this information into electronic files. Reviews scanned records to verify information has been correctly transferred and saved.

EMR Quality Assurance Specialist – Audits medical records to ensure patient information, treatments and diagnoses are accurately classified using ICD-9/ICD-10, Current Procedural Terminology (CPT) and/or Healthcare Common Procedure Coding System (HCPCS).

EMR Clerk – Duties include the initiation of medical charts, completion of insurance forms and death and birth certificates, transcription of dictated medical records, and retrieval of medical charts. Must

possess strong knowledge of medical terminology and procedures, as well as the legal aspects of medical record administration.

Medical Records Scanner – Sorts and prepares medical records for conversion to electronic format. Scans records, verifies they are imaged correctly and accurately indexes images. Must have knowledge of electronic medical record imaging/scanning hardware and software, in addition to experience creating electronic copies of documents.

Medical Data Entry Specialist – Enters alphanumeric information into computer system. Stores, retrieves and updates files. Completes information analysis for procedures and reports. Requires knowledge of medical terminology, software systems and filing procedures.

Senior Medical Customer Service Representative – Duties include those described for medical customer service representative, but the position requires stronger work experience for each function. Additional duties may include communicating with patients and providers via telephone, email or regular mail; managing database records; drafting status reports on customer service issues; and supervising staff.

Medical Customer Service Representative – Duties include receiving and placing telephone calls. Answers questions from patients and providers with speed and professionalism. Performs data entry and uses software programs. May also require research skills to troubleshoot patient problems. Excellent communication abilities are essential.

Member Services/Enrollment Manager – Supervises staff who take calls from providers and members with inquiries about claims, benefits and other issues. Responsible for the quality assurance of the organization.

GLOSSARY OF JOB DESCRIPTIONS

Customer Service/Member Services Representative/Enrollment Specialist

– Ensures customer satisfaction by responding to customer needs. Duties include processing claim orders, verifying transactions, preparing correspondence and solving problems.

Medical Scheduler – Arranges patient and physician schedules for medical and surgical procedures. Reserves rooms and schedules support staff. Requires strong computer skills, sensitivity to confidential information and excellent communication abilities.

Dental Scheduler/Receptionist – Greets patients, schedules appointments, handles incoming calls and performs general administrative duties in a dental practice. Requires computer knowledge and excellent communication skills.

Credentialing Specialist – Under supervision, coordinates the credentialing procedure by compiling and processing applications in compliance with federal, state/provincial, program and regional requirements. Ensures consistent documentation and accuracy of physicians' credentials. Strong computer skills and knowledge of medical terminology required. Those with Certified Provider Credentialing Specialist (CPCS) designation are preferred.

Certified Medical Coding Manager – Oversees daily operations of the coding department. Duties include those described for certified coding specialist, but the position requires greater work experience for each function. Strong knowledge of medical terminology and a professional demeanor are required.

Certified Coding Specialist – Generally works in a hospital setting, referring to a patient's medical chart and selecting proper codes to classify procedures performed, diagnostic information collected and treatment provided. Uses ICD-9/ICD-10, CPT and/or HCPCS coding systems. Forwards completed documentation to medical billers for processing and payment. Certified Coding Specialist (CCS) certification is required. Some hospitals may also require experience in a specialty area, such as oncology, surgery or pediatrics. May interact with physicians or other medical staff to clarify points of diagnosis. Requires knowledge of medical terminology and abbreviations, solid attention to detail, and sensitivity to confidential information.

Certified Professional Coder – Duties include those described for certified coding specialist, but this professional typically works in a physician's office. Certified Professional Coder (CPC) certification is required.

Provider Relations Specialist – Acts as a liaison between providers and the health plan. Educates providers concerning network participation and other plan policies and procedures. Investigates and resolves providers' inquiries regarding claims submission and processing, including reimbursement issues. Requires the ability to explain and differentiate among multiple insurance plans and contract features. May work directly with plan members to assist in locating the best medical treatment supported by their plan.

Why Today's Businesses Need a Flexible Staffing Strategy

Rigid staffing structures are expensive and inefficient. They don't allow firms to respond quickly and strategically. In order for businesses to have the right people in the right places at the right time, they need flexibility.

Your full-time people will always be the backbone of your workforce. But augmenting this core group with temporary professionals brought in whenever needed gives you more control over labor costs and helps keep morale high. You can rapidly staff up or down in response to customer demand while lightening the load for employees who are stretched too thin.

Today's project professionals possess a range of in-demand skills. That gives you the flexibility to address staffing gaps across your organization or access senior-level expertise for initiatives that are critical but of limited duration.

Other reasons flexible staffing should be at the heart of your year-round personnel strategy include:

- Relief for overburdened employees at risk of burnout — or leaving your firm altogether
- Minimized overtime expenses
- Reduced recruiting and hiring costs
- Support for core employees temporarily dedicated to special initiatives but whose regular jobs can't go unattended
- Greater job stability for full-time workers who'll be largely protected from cycles of hiring and layoffs as business needs fluctuate

And when you do need to hire full time, you'll already have a potential candidate in place. Because you know the temporary worker's strengths firsthand, you can save time and money while maintaining optimum productivity since you don't have to embark on a long recruiting process.

More and more talented professionals are working on a project basis because of the opportunity to gain experience in different industries and expand their skill sets. Taking full advantage of this trend will give you the flexibility your company needs to succeed in today's business environment. It just makes sense.

About OfficeTeam

Robert Half is the world's leading specialized staffing service. Our OfficeTeam division specializes in placing administrative professionals on a temporary and temporary-to-full-time basis.

Contact OfficeTeam at **officeteam.com** or **1.855.560.0625** to learn more about how we can help you find skilled talent for your organization.



Here are just a few of the benefits you enjoy when you let OfficeTeam assist with your staffing needs:

Immediate attention — Time is money when you're seeking reinforcements for your team. Our staffing specialists are trained to help find our clients professionals who can start right away. But saving you time doesn't mean a rushed process. We have access to both active and passive job seekers so you can receive highly skilled candidates best suited to your needs and workplace culture.

Deep networks — Our staffing professionals don't work in silos. By tapping into our extensive internal networks, they collaborate with colleagues near and far to find the best available matches.

Turnkey results — Companies, especially those with limited resources, don't want to spend time

on a lot of details when recruiting. We can handle all aspects of the hiring process for you — from candidate sourcing and interviews to skills evaluations.

Personalized solutions — Anyone can post a job online and get a lot of responses. It's easy, and it doesn't cost much. But it takes much more than a computer to find candidates who are closely suited to your needs. That comes only through working directly with a staffing professional. While we, too, take full advantage of the latest technology tools, it's the personal service we provide our clients that we're known for. No e-solution can replace the one-on-one attention you receive when sitting down with a skilled recruiter to discuss your hiring needs.

More Resources

Visit the OfficeTeam *Take Note*® blog at **blog.officeteam.com** for more hiring and management advice.



Get additional information about trends affecting the administrative profession at **officeteam.com/oof**.

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Santa Rosa
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Visalia
Walnut Creek
Westlake Village
Westwood
Woodland Hills

Colorado

Boulder
Colorado Springs
Denver
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Fort Myers
Heathrow
Jacksonville
Miami – Downtown
Orlando
St. Petersburg
Tampa
West Palm Beach

Georgia

Alpharetta
Atlanta – Buckhead
Atlanta – Galleria
Atlanta – South
Gwinnett
Macon
Savannah

Hawaii

Honolulu

Idaho

Boise

Illinois

Chicago
Gurnee
Hoffman Estates
Naperville
Northbrook

Oakbrook Terrace
Rosemont
Tinley Park

Indiana

Fishers
Fort Wayne
Indianapolis – Downtown
Indianapolis – West
Merrillville

Iowa

Cedar Rapids
Davenport
Des Moines
West Des Moines

Kansas

Overland Park

Kentucky

Lexington
Louisville

Louisiana

Baton Rouge
New Orleans

Maine

Portland

Maryland

Baltimore
Bethesda
Columbia
Greenbelt
Hunt Valley

Massachusetts

Boston
Braintree
Burlington
Cambridge
Danvers
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Springfield
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St. Louis

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New Hampshire

Manchester
Nashua
Portsmouth

New Jersey

Bridgewater
Jersey City
Mount Laurel
Parsippany
Princeton
Red Bank
Rutherford
Saddle Brook
Woodbridge

New Mexico

Albuquerque

New York

Albany
Brooklyn
Buffalo
Hauppauge
New York – Midtown
New York – Wall Street
Queens
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Syracuse
Union Square
Uniondale
White Plains

WORLDWIDE LOCATIONS

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Easton
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Treviso
Wexford

Rhode Island

Providence

South Carolina

Charleston
Columbia
Greenville
Spartanburg

Tennessee

Chattanooga
Knoxville
Memphis – Downtown
Memphis – East
Nashville – Cool Springs
Nashville – Downtown

Texas

Austin
Dallas – Downtown
Dallas – Galleria
El Paso
Fort Worth
Houston – Clear Lake
Houston – Downtown
Houston – Galleria
Houston – Northwest
Houston – Westchase
Houston – The Woodlands
Irving
Midland/Odessa
Plano
San Antonio – Colonnade

Utah

Salt Lake City
Thanksgiving Point

Virginia

Alexandria
Dulles
Norfolk
Richmond – Downtown
Richmond – West
Tysons Corner

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Bellevue
Federal Way
Lynnwood
Seattle
Spokane

Wisconsin

Appleton
Madison
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Waukesha

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