

# Alberta Ministry of Labour

## 2017 Alberta Wage and Salary Survey

*The Alberta Wage and Salary Survey is undertaken by the Alberta Ministry of Labour to provide current wage rates and skill shortage information on various occupations in Alberta, and in specific industries and Economic Regions. This labour market information helps Alberta employers to fine tune their compensation and recruitment strategies, helps individuals make career and education choices, and aids the provincial government in developing effective policies and providing services.*

### Business, Building and Other Support Services Summary Report

#### SURVEY RESULTS

The survey was completed with 284 employers in the Business, Building and Other Support Services industry sector who provided information on over 10,385 employees in various occupational classifications<sup>1</sup>. Survey data were collected between February and July 2017. Alberta Wage and Salary Survey results by Four-Digit National Occupational Classification (NOC) for all of Alberta, by industry group, and by geographic area can be found at [www.alis.alberta.ca/wageinfo](http://www.alis.alberta.ca/wageinfo)

#### WAGES FOR SELECTED OCCUPATIONS

The following table illustrates the wage survey results associated with some common occupations within this industry<sup>2</sup>. The tables below present results for three-digit NOC minor groups and for four-digit NOCs.

<b>BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)</b>	<b>Employers Reporting (n)</b>	<b># of Employees</b>	<b>Data Reliability Code</b>	<b>Avg. Hours Worked per Week</b>	<b>Avg. Starting Pay</b>	<b>Avg. Top Pay</b>	<b>Overall Average Pay for All Employees</b>
<b>Common Business, Managerial, Administrative, and Clerical Occupations</b>							
001 Legislators and senior management	32	68	B	41.8	\$57.50	\$74.07	\$64.84
0013 Senior managers - financial, communications and other business services	12	16	C	41.1	\$69.26	\$79.25	\$77.92
011 Administrative services managers	35	84	B	38.4	\$35.93	\$50.45	\$44.05
0111 Financial managers	16	32	C	38.5	\$39.41	\$63.37	\$52.91
0112 Human resources managers	20	22	B	39.2	\$35.65	\$43.92	\$40.91
012 Managers in financial and business services	23	155	C	37.7	\$31.27	\$64.08	\$46.27

<sup>1</sup> The estimated sample error at the establishment level for overall results for this industry is estimated to be  $\pm 4.2\%$  at a 95% confidence level (i.e., 19 times out of 20) taking into account the sample design effect associated with over/under sampling and data weighting.

<sup>2</sup> Occupations were selected as the top occupations in terms of number of employees as per Statistics Canada 2011 National Household Survey data for this industry and supplemented by other occupations frequently reported by industry employers. Only occupations with a minimum number of reportable observations were selected. Some occupations common to this industry may not be listed if sufficient reliable data were not available.

<b>BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)</b>	<b>Employers Reporting (n)</b>	<b># of Employees</b>	<b>Data Reliability Code</b>	<b>Avg. Hours Worked per Week</b>	<b>Avg. Starting Pay</b>	<b>Avg. Top Pay</b>	<b>Overall Average Pay for All Employees</b>
0125 Other business services managers	18	136	C	37.6	\$30.78	\$65.77	\$46.62
062 Retail and wholesale trade managers	26	45	B	42.5	\$32.70	\$42.82	\$38.76
0621 Retail and wholesale trade managers	26	45	B	42.5	\$32.70	\$42.82	\$38.76
065 Managers in customer and personal services n.e.c.	17	42	C	44.7	\$30.28	\$44.69	\$35.86
0651 Managers in customer and personal services, n.e.c.	17	42	C	44.7	\$30.28	\$44.69	\$35.86
071 Managers in construction and facility operation and maintenance	22	44	B	39.1	\$27.80	\$40.05	\$35.36
0714 Facility operation and maintenance managers	17	39	C	38.7	\$25.74	\$36.76	\$32.16
111 Auditors accountants and investment professionals	25	67	B	38.6	\$30.71	\$50.44	\$39.27
1111 Financial auditors and accountants	25	51	B	38.9	\$30.90	\$47.15	\$37.54
112 Human resources and business service professionals	23	245	B	37.6	\$24.77	\$45.84	\$33.00
1121 Human resources professionals	12	121	B	38.6	\$24.58	\$44.13	\$31.30
1123 Professional occupations in advertising, marketing and public relations	13	54	B	37	\$23.59	\$32.01	\$28.03
121 Administrative services supervisors	13	128	C	36.8	\$20.99	\$42.62	\$31.23
122 Administrative and regulatory occupations	55	251	B	36.2	\$19.72	\$40.89	\$27.69
1221 Administrative officers	36	161	C	35.1	\$17.87	\$43.50	\$27.77
1223 Human resources and recruitment officers	11	55	C	39.5	\$21.39	\$33.62	\$24.63
124 Office administrative assistants - General legal and medical	24	140	B	37	\$17.39	\$27.38	\$22.97
1241 Administrative assistants	24	134	B	37	\$17.11	\$27.02	\$22.72
131 Finance insurance and related business administrative occupations	28	269	B	36.8	\$21.47	\$38.81	\$30.37
1311 Accounting technicians and bookkeepers	27	68	B	36.2	\$20.33	\$29.23	\$24.20
141 General office workers	67	198	A	34.5	\$16.63	\$23.31	\$19.74
1411 General office support workers	38	126	A	36.7	\$17.08	\$25.85	\$20.97
1414 Receptionists	34	72	B	30.6	\$15.80	\$18.66	\$17.40
143 Financial insurance and related administrative support workers	42	80	B	37.1	\$20.67	\$28.32	\$24.87
1431 Accounting and related clerks	36	67	B	37.4	\$20.36	\$27.83	\$24.64
145 Library correspondence and other clerks	13	51	C	33.9	\$16.21	\$22.31	\$19.13

<b>BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)</b>	<b>Employers Reporting (n)</b>	<b># of Employees</b>	<b>Data Reliability Code</b>	<b>Avg. Hours Worked per Week</b>	<b>Avg. Starting Pay</b>	<b>Avg. Top Pay</b>	<b>Overall Average Pay for All Employees</b>
1452 Correspondence, publication and regulatory clerks	13	51	C	33.9	\$16.21	\$22.31	\$18.93
152 Supply chain logistics tracking and scheduling co-ordination occupations	28	127	B	40.7	\$18.16	\$27.48	\$21.66
1521 Shippers and receivers	14	54	C	41.1	\$15.86	\$26.43	\$18.61
1525 Dispatchers	14	65	C	40.5	\$19.81	\$28.43	\$23.96
<b>Common Professional, Technical, Skilled, and Labour Occupations</b>							
222 Technical occupations in life sciences	12	181	C	44.1	\$15.96	\$28.29	\$22.83
2225 Landscape and horticulture technicians and specialists	12	181	C	44.1	\$15.96	\$28.29	\$22.83
654 Security guards and related security service occupations	8	2829	C	31.9	\$14.50	\$23.88	\$17.70
6541 Security guards and related security service occupations	8	2,829	C	31.9	\$14.50	\$23.88	\$17.70
655 Customer and information services representatives	13	306	C	36.9	\$15.45	\$26.48	\$19.32
6552 Other customer and information services representatives	13	306	C	36.9	\$15.45	\$26.48	\$19.32
673 Cleaners	47	733	B	30.5	\$14.77	\$32.20	\$15.71
6733 Janitors, caretakers and building superintendents	35	617	C	29.4	\$14.96	\$34.49	\$15.81
720 Contractors and supervisors industrial electrical and construction trades and related workers	15	45	B	41.2	\$21.68	\$27.40	\$24.28
732 Automotive service technicians	13	34	B	43.5	\$28.45	\$37.39	\$33.35
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	13	34	B	43.5	\$28.45	\$37.39	\$33.35
744 Other installers repairers and servicers	13	105	A	41.7	\$16.97	\$27.44	\$22.12
745 Longshore workers and material handlers	12	72	C	38.7	\$14.98	\$17.91	\$16.74
7452 Material handlers	12	72	C	38.7	\$14.98	\$17.91	\$16.74
751 Motor vehicle and transit drivers	37	434	B	43.4	\$21.52	\$32.38	\$26.29
7511 Transport truck drivers	32	404	B	43.7	\$21.84	\$32.30	\$26.76
752 Heavy equipment operators	24	177	B	43.9	\$22.72	\$32.49	\$28.55
7521 Heavy equipment operators (except crane)	15	79	C	40.5	\$21.29	\$33.64	\$28.90
761 Trades helpers and labourers	18	183	A	41	\$17.00	\$20.96	\$18.84
7611 Construction trades helpers and	13	134	A	38.8	\$17.65	\$21.59	\$19.20

<b>BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)</b>	<b>Employers Reporting (n)</b>	<b># of Employees</b>	<b>Data Reliability Code</b>	<b>Avg. Hours Worked per Week</b>	<b>Avg. Starting Pay</b>	<b>Avg. Top Pay</b>	<b>Overall Average Pay for All Employees</b>
labourers							
825 Contractors and supervisors agriculture horticulture and related operations and services	30	166	B	42.3	\$19.94	\$26.85	\$23.53
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	29	165	B	42.3	\$19.93	\$26.84	\$23.51
861 Harvesting landscaping and natural resources labourers	56	558	A	40.9	\$16.95	\$23.83	\$19.54
8612 Landscaping and grounds maintenance labourers	54	520	A	41.1	\$16.86	\$22.96	\$19.21
961 Labourers in processing manufacturing and utilities	17	199	C	36.8	\$16.31	\$26.69	\$19.90

“n” in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 17 employers combined reported wages for 199 Labourers in processing manufacturing and utilities - (NOC 961).

Averages are calculated using data weighted by establishment to account for survey non-response (stratified by region, industry group and employer size) and by number of employees reported.

“n/a” indicates that results have been suppressed due to missing data for some employers or due to calculation anomalies.

Data Reliability Codes are based on coefficient of variation as an indicator of general reliability: “A”: coefficient of variation of less than or equal to  $\pm 6.00\%$ , “B”: from  $\pm 6.01\%$  to  $\pm 15.00\%$ , “C”: from  $\pm 15.01\%$  to  $\pm 33.00\%$ , “D”: more than  $\pm 33.01\%$ .

## JOB VACANCIES & HIRING DIFFICULTIES – SELECTED OCCUPATIONS

The following table illustrates the job vacancy survey results associated with some common occupations within the Business, Building & Other Support Services industry as cited by survey respondents and confirmed through review of the data.

<b>BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY</b> Selected Occupations (NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
<b>Common Business, Managerial, Administrative, and Clerical Occupations</b>					
001 Legislators and senior management	32	9%	27%	0%	n/a
0013 Senior managers - financial, communications and other business services	12	5%	n/a	0%	n/a
011 Administrative services managers	33	17%	29%	0%	n/a
0111 Financial managers	14-15	19%	n/a	0%	n/a
0112 Human resources managers	18-20	7%	n/a	0%	n/a
012 Managers in financial and business services	21-22	37%	4%	1%	n/a
0125 Other business services managers	17	32%	n/a	2%	n/a
062 Retail and wholesale trade managers	24-26	16%	16%	1%	1.4%
0621 Retail and wholesale trade managers	24-26	16%	16%	1%	1.4%
065 Managers in customer and personal services n.e.c.	17	8%	n/a	6%	2.5%
0651 Managers in customer and personal services, n.e.c.	17	8%	n/a	6%	2.5%
071 Managers in construction and facility operation and maintenance	20-21	25%	0%	6%	4.4%
0714 Facility operation and maintenance managers	15-16	31%	0%	8%	5.3%
111 Auditors accountants and investment professionals	23-25	16%	n/a	0%	n/a
1111 Financial auditors and accountants	23-25	11%	n/a	0%	n/a
112 Human resources and business service professionals	21-23	55%	1%	6%	0.9%
1121 Human resources professionals	11-12	49%	0%	0%	0.0%
1123 Professional occupations in advertising, marketing and public relations	11-13	65%	1%	12%	3.6%
121 Administrative services supervisors	12-13	44%	5%	0%	0.0%
122 Administrative and regulatory occupations	53-54	35%	19%	3%	1.3%

<b>BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
1221 Administrative officers	35-36	31%	24%	2%	n/a
1223 Human resources and recruitment officers	10-11	58%	6%	7%	4.7%
124 Office administrative assistants - General legal and medical	23	68%	0%	0%	n/a
1241 Administrative assistants	23	68%	0%	0%	n/a
131 Finance insurance and related business administrative occupations	28	35%	33%	0%	0.0%
1311 Accounting technicians and bookkeepers	27	24%	33%	0%	n/a
141 General office workers	63-65	53%	22%	6%	2.3%
1411 General office support workers	35-36	50%	32%	13%	3.6%
1414 Receptionists	33-34	57%	14%	0%	n/a
143 Financial insurance and related administrative support workers	40-42	40%	16%	3%	1.8%
1431 Accounting and related clerks	35-36	47%	17%	4%	2.2%
145 Library correspondence and other clerks	12-13	67%	39%	0%	n/a
1452 Correspondence, publication and regulatory clerks	12-13	67%	39%	0%	n/a
152 Supply chain logistics tracking and scheduling co-ordination occupations	27-28	37%	28%	2%	n/a
1521 Shippers and receivers	13-14	45%	30%	0%	n/a
1525 Dispatchers	13-14	42%	29%	5%	1.2%
<b>Common Professional, Technical, Skilled, and Labour Occupations</b>					
222 Technical occupations in life sciences	12	44%	27%	12%	1.0%
2225 Landscape and horticulture technicians and specialists	12	44%	27%	12%	1.0%
654 Security guards and related security service occupations	7-8	100%	34%	32%	0.6%
6541 Security guards and related security service occupations	7-8	100%	34%	32%	0.6%
655 Customer and information services representatives	12-13	78%	11%	18%	n/a
6552 Other customer and information services representatives	12-13	78%	11%	18%	n/a
673 Cleaners	46-47	68%	36%	12%	1.6%
6733 Janitors, caretakers and building superintendents	34-35	68%	31%	7%	n/a

<b>BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)</b>	<b>Employers Reporting (n)</b>	<b>% of Employers that Hired for this Occupation within the Last 2 Years</b>	<b>% of Employers Experiencing Hiring Difficulties (out of those hiring)</b>	<b>% of Employers with Vacancies of Greater than 4 Months</b>	<b>Job Vacancy Rate</b>
720 Contractors and supervisors industrial electrical and construction trades and related workers	15	49%	72%	11%	3.1%
732 Automotive service technicians	12-13	72%	13%	17%	10.9%
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	12-13	72%	13%	17%	10.9%
744 Other installers repairers and servicers	13	65%	56%	8%	2.0%
745 Longshore workers and material handlers	12	50%	20%	0%	n/a
7452 Material handlers	12	50%	20%	0%	n/a
751 Motor vehicle and transit drivers	37	64%	39%	14%	3.0%
7511 Transport truck drivers	32	64%	44%	17%	3.2%
752 Heavy equipment operators	23-24	57%	20%	6%	2.6%
7521 Heavy equipment operators (except crane)	15	50%	16%	0%	n/a
761 Trades helpers and labourers	18	76%	25%	10%	4.1%
7611 Construction trades helpers and labourers	13	80%	34%	14%	6.3%
825 Contractors and supervisors agriculture horticulture and related operations and services	30	42%	64%	17%	3.0%
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	29	43%	64%	17%	3.0%
861 Harvesting landscaping and natural resources labourers	55	75%	40%	14%	5.8%
8612 Landscaping and grounds maintenance labourers	53	75%	39%	15%	6.2%
961 Labourers in processing manufacturing and utilities	17	34%	5%	2%	n/a

“n” in the above table represents the range of the number of employers who indicated at least one employee in an occupation and responded to individual questions about hiring difficulties and vacancies (not all employers responded to all questions).

“n/a” indicates that results have been suppressed due to missing data for some employers.

Statistics on hiring activity, hiring difficulties, and employers reporting vacancies were calculated based on *the number of employers responding* for each question, weighted by establishment for survey non-response (stratified by region, industry group and employer size).

Job Vacancy Rate for vacancies that had been unfilled for 4 months or more calculated as:  $\text{Sum of Unfilled Vacancies} / (\text{Sum of Current Employees} + \text{Sum of Unfilled Vacancies})$ , with data weighted by establishment for survey non-response (stratified by industry group and employer size).





**Industry Definition as per North American Industry Classification System (NAICS)  
Business, Building & Other Support Services (NAICS 55-56)**

This industry comprises establishments primarily engaged in managing companies and enterprises and/or holding the securities or financial assets of companies and enterprises, for the purpose of owning a controlling interest in them and/or influencing their management decisions. They may undertake the function of management, or they may entrust the function of financial management to portfolio managers.

This sector also comprises two different types of establishments: those primarily engaged in activities that support the day-to-day operations of other organizations; and those primarily engaged in waste management activities.

The first type of establishment is engaged in activities such as administration, hiring and placing personnel, preparing documents, taking orders from clients, collecting payments for claims, arranging travel, providing security and surveillance, cleaning buildings, and packaging and labeling products. These activities are often undertaken, in-house, by establishments found in many sectors of the economy. The establishments classified to this sector specialize in one or more of these activities and can therefore provide services to clients in a variety of industries and, in some cases, to households.

Waste management establishments are engaged in the collection, treatment and disposal of waste material, the operation of material recovery facilities, the remediation of polluted sites and the cleaning of septic tanks.

*Research conducted for the Alberta Ministry of Labour by R.A. Malatest & Associates Ltd.*