

2019 *Alberta* Wage and Salary Survey

The Alberta Wage and Salary Survey is undertaken by the Alberta Government 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 Industry Summary Report

SURVEY RESULTS

The survey was completed with 236 employers in the Business, Building, and Other Support Services industry sector who provided information on over 5,867 employees in various occupational classifications¹. Survey data were collected between January and July 2019. 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/occinfo

WAGES FOR SELECTED OCCUPATIONS

The following table illustrates the wage survey results associated with some common occupations within this industry². The tables below present results for three-digit NOC minor groups and for four-digit NOCs.

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
Common Business, Managerial, Administrative, and Clerical Occupations							
011 Administrative services managers	35	75	B	39.6	\$35.05	\$50.42	\$44.13
0111 Financial managers	20	21	B	39.0	\$35.92	\$47.22	\$44.09
0112 Human resources managers	10	14	C	40.5	n/a	\$50.37	\$47.28
0114 Other administrative services managers	17	38	C	39.5	\$34.06	\$51.56	\$42.12

¹The estimated sample error at the establishment level for overall results for this industry is estimated to be $\pm 6.4\%$ 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.

²Occupations were selected as the top occupations in terms of number of employees as per Statistics Canada 2016 Census 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.

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
012 Managers in financial and business services	21	51	C	36.4	\$29.35	\$45.19	\$36.45
0125 Other business services managers	13	38	C	36.5	n/a	\$44.84	\$33.88
021 Managers in engineering, architecture, science and information systems	14	25	C	41.3	\$28.62	\$44.35	\$35.92
0212 Architecture and science managers	12	23	B	41.5	\$28.09	\$42.19	\$33.13
062 Retail and wholesale trade managers	15	21	C	40.3	\$26.55	\$37.21	\$34.84
0621 Retail and wholesale trade managers	15	21	C	40.3	\$26.55	\$37.21	\$34.84
065 Managers in customer and personal services, n.e.c.	11	44	C	38.8	\$32.62	\$47.72	\$37.50
0651 Managers in customer and personal services, n.e.c.	11	44	C	38.8	\$32.62	\$47.72	\$37.50
091 Managers in manufacturing and utilities	16	23	C	39.0	\$32.07	\$52.00	\$46.05
0912 Utilities managers	15	22	C	39.0	\$30.58	\$51.67	\$45.54
111 Auditors, accountants and investment professionals	21	34	B	37.4	\$27.47	\$35.80	\$34.44
1111 Financial auditors and accountants	16	21	C	36.6	\$28.30	\$33.24	\$31.98
112 Human resources and business service professionals	19	35	C	35.9	\$23.82	\$29.03	\$27.33
1121 Human resources professionals	10	15	C	34.4	n/a	n/a	\$29.09
1123 Professional occupations in advertising, marketing and public relations	11	19	C	38.4	\$21.59	\$26.56	\$25.10
122 Administrative and regulatory occupations	43	148	B	37.5	\$23.34	\$30.44	\$27.92
1221 Administrative officers	31	80	B	36.7	\$19.40	\$24.59	\$23.34
124 Office administrative assistants - general, legal and medical	31	71	A	34.9	\$18.89	\$25.59	\$21.20
1241 Administrative assistants	30	70	A	34.9	\$18.89	\$25.59	\$21.18
131 Finance, insurance and related business administrative occupations	19	43	C	37.5	\$19.74	\$28.86	\$25.37
1311 Accounting technicians and bookkeepers	18	32	C	36.4	\$19.61	\$29.28	\$25.54

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
141 General office workers	45	165	B	37.0	\$18.21	\$24.09	\$21.28
1411 General office support workers	21	83	B	38.3	\$19.03	\$25.85	\$22.47
1414 Receptionists	24	82	B	35.4	\$17.21	\$21.80	\$19.83
143 Financial, insurance and related administrative support workers	42	95	A	38.0	\$20.83	\$29.99	\$24.77
1431 Accounting and related clerks	36	77	A	38.0	\$20.24	\$29.77	\$24.18
152 Supply chain logistics, tracking and scheduling co-ordination occupations	21	53	B	37.0	\$20.03	\$26.53	\$23.15
1525 Dispatchers	10	25	C	40.2	\$20.60	\$26.73	\$24.00
Common Professional, Technical, Skilled, and Labour Occupations							
226 Other technical inspectors and regulatory officers	10	33	C	39.0	\$25.30	\$33.93	\$29.37
2263 Inspectors in public and environmental health and occupational health and safety	10	33	C	39.0	\$25.30	\$33.93	\$29.37
415 Social and community service professionals	10	96	C	35.9	\$25.08	\$31.61	\$27.36
4156 Employment counsellors	10	96	B	35.9	\$25.08	\$31.61	\$27.36
631 Service supervisors	15	36	D	37.9	\$26.15	\$45.85	\$31.79
654 Security guards and related security service occupations	8	486	D	34.2	\$15.85	\$26.21	\$18.55
6541 Security guards and related security service occupations	8	486	D	34.2	\$15.85	\$26.21	\$18.55
655 Customer and information services representatives	11	69	C	39.5	\$20.29	\$30.40	\$28.15
6552 Other customer and information services representatives	11	69	C	39.5	\$20.29	\$30.40	\$28.15
673 Cleaners	45	1,759	B	30.6	\$16.30	\$23.26	\$18.46
6731 Light duty cleaners	17	196	C	26.7	\$15.76	\$20.95	\$17.38
6732 Specialized cleaners	8	164	C	32.9	\$15.81	\$21.11	\$17.62
6733 Janitors, caretakers and building superintendents	24	1,399	B	31.1	\$16.74	\$25.20	\$19.29

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
731 Machinery and transportation equipment mechanics (except motor vehicles)	11	18	C	41.1	\$34.05	\$45.19	\$37.29
7312 Heavy-duty equipment mechanics	11	18	C	41.1	\$34.05	\$45.19	\$37.29
745 Longshore workers and material handlers	18	159	B	38.3	\$17.61	\$24.57	\$19.47
7452 Material handlers	18	159	B	38.3	\$17.61	\$24.57	\$19.47
751 Motor vehicle and transit drivers	40	248	B	40.5	\$22.61	\$29.44	\$25.98
7511 Transport truck drivers	33	167	B	40.9	\$24.70	\$32.17	\$28.48
752 Heavy equipment operators	32	274	A	38.9	\$22.47	\$29.70	\$26.62
7521 Heavy equipment operators (except crane)	23	121	B	38.7	\$22.92	\$32.01	\$28.36
7522 Public works maintenance equipment operators and related workers	12	153	C	39.1	\$22.05	\$27.58	\$25.04
761 Trades helpers and labourers	12	199	B	35.8	\$17.00	\$33.02	\$22.18
7611 Construction trades helpers and labourers	9	186	B	35.5	\$16.62	\$33.36	\$22.03
825 Contractors and supervisors, agriculture, horticulture and related operations and services	15	83	C	40.5	\$24.56	\$30.99	\$28.31
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	15	83	C	40.5	\$24.56	\$30.99	\$28.31
861 Harvesting, landscaping and natural resources labourers	34	340	A	38.4	\$17.41	\$24.48	\$20.11
8612 Landscaping and grounds maintenance labourers	32	320	A	38.4	\$17.37	\$24.46	\$19.99
961 Labourers in processing, manufacturing and utilities	23	153	B	38.6	\$16.51	\$20.10	\$18.22
9619 Other labourers in processing, manufacturing and utilities	13	115	C	40.4	\$15.98	\$19.41	\$17.41

"n" in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 12 employers combined reported wages for 199 Trades helpers and labourers (NOC 761).

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 and Other Support Services industry as cited by survey respondents and confirmed through review of the data.

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY 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
Common Business, Managerial, Administrative, and Clerical Occupations					
011 Administrative services managers	32-34	20%	22%	1%	n/a
0111 Financial managers	18-19	27%	n/a	1%	1.4%
0112 Human resources managers	10	21%	n/a	0%	n/a
0114 Other administrative services managers	16-17	15%	n/a	0%	n/a
012 Managers in financial and business services	21	24%	0%	3%	1.1%
0125 Other business services managers	13	22%	n/a	0%	n/a
021 Managers in engineering, architecture, science and information systems	14	43%	43%	0%	n/a
0212 Architecture and science managers	12	48%	43%	0%	0.0%
062 Retail and wholesale trade managers	15	0%	n/a	0%	n/a
0621 Retail and wholesale trade managers	15	0%	n/a	0%	n/a
065 Managers in customer and personal services, n.e.c.	11	48%	24%	0%	n/a
0651 Managers in customer and personal services, n.e.c.	11	48%	24%	0%	n/a
091 Managers in manufacturing and utilities	14-15	11%	n/a	0%	n/a
0912 Utilities managers	13-14	11%	n/a	0%	n/a
111 Auditors, accountants and investment professionals	20	18%	n/a	0%	n/a
1111 Financial auditors and accountants	15	16%	n/a	0%	n/a

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY 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
112 Human resources and business service professionals	19	44%	6%	0%	n/a
1121 Human resources professionals	10	35%	n/a	0%	n/a
1123 Professional occupations in advertising, marketing and public relations	10-11	59%	10%	0%	n/a
122 Administrative and regulatory occupations	43	28%	18%	4%	1.5%
1221 Administrative officers	31	23%	10%	8%	3.1%
124 Office administrative assistants - general, legal and medical	30	57%	13%	1%	n/a
1241 Administrative assistants	29	58%	13%	1%	n/a
131 Finance, insurance and related business administrative occupations	18	18%	26%	3%	1.5%
1311 Accounting technicians and bookkeepers	18	18%	26%	3%	1.5%
141 General office workers	42-43	52%	11%	2%	n/a
1411 General office support workers	19-20	53%	23%	0%	n/a
1414 Receptionists	23	52%	0%	4%	1.1%
143 Financial, insurance and related administrative support workers	41-42	32%	33%	0%	n/a
1431 Accounting and related clerks	36	30%	20%	0%	n/a
152 Supply chain logistics, tracking and scheduling co-ordination occupations	20-21	18%	24%	0%	n/a
1525 Dispatchers	9-10	21%	n/a	0%	n/a
Common Professional, Technical, Skilled, and Labour Occupations					
226 Other technical inspectors and regulatory officers	10	36%	n/a	0%	n/a
2263 Inspectors in public and environmental health and occupational health and safety	10	36%	n/a	0%	n/a

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY 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
415 Social and community service professionals	10	58%	18%	10%	1.9%
4156 Employment counsellors	10	58%	18%	10%	1.9%
631 Service supervisors	15	66%	36%	20%	n/a
654 Security guards and related security service occupations	7-8	88%	26%	0%	n/a
6541 Security guards and related security service occupations	7-8	88%	26%	0%	n/a
655 Customer and information services representatives	11	61%	0%	1%	n/a
6552 Other customer and information services representatives	11	61%	0%	1%	n/a
673 Cleaners	44-45	59%	24%	8%	n/a
6731 Light duty cleaners	17	95%	36%	6%	n/a
6732 Specialized cleaners	8	56%	11%	6%	n/a
6733 Janitors, caretakers and building superintendents	23-24	32%	9%	10%	n/a
731 Machinery and transportation equipment mechanics (except motor vehicles)	11	39%	n/a	9%	n/a
7312 Heavy-duty equipment mechanics	11	39%	n/a	9%	n/a
745 Longshore workers and material handlers	17	60%	31%	2%	n/a
7452 Material handlers	17	60%	31%	2%	n/a
751 Motor vehicle and transit drivers	39-40	64%	31%	12%	5.4%
7511 Transport truck drivers	32-33	61%	39%	15%	7.3%
752 Heavy equipment operators	31-32	69%	36%	4%	2.6%
7521 Heavy equipment operators (except crane)	22-23	56%	46%	0%	0.0%
7522 Public works maintenance equipment operators and related workers	11-12	91%	26%	11%	4.9%

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY 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
761 Trades helpers and labourers	11-12	81%	30%	12%	0.9%
7611 Construction trades helpers and labourers	8-9	84%	39%	17%	0.9%
825 Contractors and supervisors, agriculture, horticulture and related operations and services	15	49%	66%	8%	2.5%
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	15	49%	66%	8%	2.5%
861 Harvesting, landscaping and natural resources labourers	33-34	85%	51%	17%	n/a
8612 Landscaping and grounds maintenance labourers	31-32	84%	54%	18%	n/a
961 Labourers in processing, manufacturing and utilities	22-23	54%	35%	12%	2.4%
9619 Other labourers in processing, manufacturing and utilities	13	46%	30%	20%	2.5%

"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)

The Management of companies and enterprises sector (NAICS 55) 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.

The Administrative and support, waste management and remediation services sector (NAICS 56) 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.