

# 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.

## Retail Trade Industry Summary Report

### SURVEY RESULTS

The survey was completed with 712 employers in the Retail Trade industry sector who provided information on over 40,083 employees in various occupational classifications<sup>1</sup>. 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](http://www.alis.alberta.ca/occinfo)

### 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.

RETAIL TRADE 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
<b>Common Business, Managerial, Administrative, and Clerical Occupations</b>							
001 Legislators and senior management	55	145	B	40.7	\$60.59	\$87.54	\$71.39
0015 Senior managers - trade, broadcasting and other services, n.e.c.	45	134	B	40.4	\$61.75	\$87.64	\$69.70
011 Administrative services managers	89	255	A	40.2	\$34.70	\$57.74	\$45.81
0111 Financial managers	71	135	A	40.2	\$32.01	\$61.26	\$45.78
0114 Other administrative services managers	18	55	C	40.1	\$37.43	\$53.76	\$45.03
0124 Advertising, marketing and public relations managers	24	37	B	39.6	\$30.94	\$40.25	\$36.39

<sup>1</sup>The estimated sample error at the establishment level for overall results for this industry is estimated to be  $\pm 3.3\%$  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 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.

RETAIL TRADE 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
060 Corporate sales managers	17	76	C	39.5	\$46.90	\$62.79	\$51.49
0601 Corporate sales managers	17	76	C	39.5	\$46.90	\$62.79	\$51.49
062 Retail and wholesale trade managers	374	2,587	A	40.7	\$27.76	\$44.02	\$34.44
0621 Retail and wholesale trade managers	374	2,587	A	40.7	\$27.76	\$44.02	\$34.44
071 Managers in construction and facility operation and maintenance	50	149	B	40.7	\$34.53	\$51.06	\$42.29
0714 Facility operation and maintenance managers	43	138	B	40.9	\$34.95	\$51.64	\$42.52
111 Auditors, accountants and investment professionals	65	139	B	39.5	\$26.76	\$41.49	\$34.00
1111 Financial auditors and accountants	56	107	B	39.3	\$25.32	\$37.68	\$32.38
112 Human resources and business service professionals	51	99	B	34.7	\$24.18	\$32.00	\$28.10
1121 Human resources professionals	18	22	C	39.8	\$26.35	\$32.29	\$29.91
1123 Professional occupations in advertising, marketing and public relations	36	73	C	32.3	\$23.41	\$31.67	\$27.57
121 Administrative services supervisors	78	226	A	40.5	\$26.11	\$36.53	\$31.32
1215 Supervisors, supply chain, tracking and scheduling co-ordination occupations	67	151	B	41.4	\$27.35	\$37.27	\$32.17
122 Administrative and regulatory occupations	86	206	A	39.3	\$20.66	\$29.91	\$25.37
1221 Administrative officers	69	173	A	39.3	\$20.61	\$29.77	\$25.37
1225 Purchasing agents and officers	15	24	C	39.4	\$19.71	\$29.63	\$24.01
124 Office administrative assistants - general, legal and medical	54	155	A	38.2	\$18.36	\$29.40	\$23.55
1241 Administrative assistants	53	152	A	38.2	\$18.36	\$29.46	\$23.60
131 Finance, insurance and related business administrative occupations	74	96	B	32.8	\$22.70	\$29.54	\$26.46
1311 Accounting technicians and bookkeepers	73	95	B	32.8	\$22.60	\$29.34	\$26.35
141 General office workers	127	488	A	34.6	\$16.33	\$24.32	\$19.98

RETAIL TRADE 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
1411 General office support workers	67	250	A	35.7	\$16.94	\$27.57	\$21.78
1414 Receptionists	75	238	A	33.5	\$15.78	\$21.34	\$18.33
143 Financial, insurance and related administrative support workers	131	375	A	37.7	\$18.81	\$27.41	\$23.54
1431 Accounting and related clerks	120	304	A	37.6	\$18.22	\$26.63	\$22.78
1432 Payroll administrators	19	62	C	37.9	\$20.94	\$28.12	\$25.91
152 Supply chain logistics, tracking and scheduling co-ordination occupations	230	1,504	A	38.1	\$17.53	\$26.66	\$21.45
1521 Shippers and receivers	104	712	A	37.0	\$16.39	\$23.05	\$18.76
1522 Storekeepers and partspersons	130	629	A	39.3	\$18.63	\$31.31	\$24.51
1524 Purchasing and inventory control workers	29	131	B	36.6	\$17.55	\$22.69	\$20.18
<b>Common Professional, Technical, Skilled, and Labour Occupations</b>							
228 Technical occupations in computer and information systems	21	101	B	39.2	\$23.78	\$33.26	\$28.41
2281 Computer network technicians	18	33	C	37.7	\$26.49	\$38.72	\$32.41
313 Pharmacists, dietitians and nutritionists	56	530	A	31.9	\$44.59	\$51.98	\$46.65
3131 Pharmacists	56	530	A	31.9	\$44.59	\$51.98	\$46.65
321 Medical technologists and technicians (except dental health)	27	254	B	32.7	\$18.37	\$28.31	\$22.26
3219 Other medical technologists and technicians (except dental health)	27	254	B	32.7	\$18.37	\$28.31	\$22.26
341 Assisting occupations in support of health services	35	369	A	33.7	\$17.68	\$24.81	\$20.47
3414 Other assisting occupations in support of health services	35	369	A	33.7	\$17.68	\$24.81	\$20.47
621 Retail sales supervisors	131	2,375	A	36.1	\$17.50	\$22.64	\$19.78
6211 Retail sales supervisors	131	2,375	A	36.1	\$17.50	\$22.64	\$19.78
6221 Technical sales specialists - wholesale trade	15	66	C	40.0	\$25.81	\$56.60	\$42.27

RETAIL TRADE 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
633 Butchers and bakers	45	674	A	34.4	\$16.13	\$23.15	\$20.50
6331 Butchers, meat cutters and fishmongers - retail and wholesale	23	404	B	33.5	\$15.96	\$24.05	\$21.39
6332 Bakers	32	270	A	36.0	\$16.41	\$21.58	\$18.94
641 Sales and account representatives - wholesale trade (non-technical)	52	633	A	36.6	\$20.16	\$32.35	\$25.60
6411 Sales and account representatives - wholesale trade (non-technical)	52	633	A	36.6	\$20.16	\$32.35	\$25.60
642 Retail salespersons	422	10,356	A	28.9	\$16.18	\$27.28	\$19.49
6421 Retail salespersons	422	10,356	A	28.9	\$16.18	\$27.28	\$19.49
655 Customer and information services representatives	105	1,086	A	38.2	\$17.43	\$26.07	\$21.65
6552 Other customer and information services representatives	105	1,085	A	38.2	\$17.43	\$26.08	\$21.65
661 Cashiers	137	3,029	A	24.8	\$15.06	\$20.11	\$17.13
6611 Cashiers	137	3,029	A	24.8	\$15.06	\$20.11	\$17.13
662 Other sales support and related occupations	87	4,483	A	26.8	\$15.10	\$20.97	\$17.43
6621 Service station attendants	21	605	B	27.5	\$15.15	\$18.02	\$16.18
6622 Store shelf stockers, clerks and order fillers	67	3,716	A	26.5	\$15.05	\$21.80	\$17.75
671 Food counter attendants, kitchen helpers and related support occupations	24	2,385	A	31.7	\$15.06	\$18.61	\$15.83
6711 Food counter attendants, kitchen helpers and related support occupations	24	2,385	A	31.7	\$15.06	\$18.61	\$15.83
673 Cleaners	115	548	A	35.8	\$15.81	\$21.18	\$18.15
6732 Specialized cleaners	73	320	A	38.1	\$15.55	\$21.24	\$17.66
6733 Janitors, caretakers and building superintendents	40	217	B	31.2	\$16.58	\$21.49	\$19.74
674 Other service support and related occupations, n.e.c.	40	221	A	37.5	\$15.97	\$20.59	\$18.02
6742 Other service support occupations, n.e.c.	40	221	A	37.5	\$15.97	\$20.59	\$18.02

RETAIL TRADE 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
730 Contractors and supervisors, maintenance trades and heavy equipment and transport operators	23	40	B	40.3	\$26.72	\$37.30	\$34.93
7301 Contractors and supervisors, mechanic trades	16	25	C	40.3	\$27.50	\$38.31	\$35.31
732 Automotive service technicians	139	1,126	A	40.2	\$24.17	\$42.30	\$33.94
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	129	994	A	40.2	\$24.73	\$43.07	\$34.09
7322 Motor vehicle body repairers	21	132	B	40.0	\$20.19	\$36.97	\$32.89
738 Printing press operators and other trades and related occupations, n.e.c.	15	119	A	39.8	\$20.79	\$33.82	\$28.24
7384 Other trades and related occupations, n.e.c.	15	119	A	39.8	\$20.79	\$33.82	\$28.24
744 Other installers, repairers and servicers	21	122	B	32.8	\$18.22	\$28.90	\$23.69
7441 Residential and commercial installers and servicers	14	108	B	31.8	\$18.27	\$29.42	\$23.76
745 Longshore workers and material handlers	64	867	A	37.5	\$16.20	\$23.36	\$19.48
7452 Material handlers	64	867	A	37.5	\$16.20	\$23.36	\$19.48
751 Motor vehicle and transit drivers	102	529	A	36.7	\$17.95	\$22.64	\$20.36
7511 Transport truck drivers	23	135	B	44.1	\$20.98	\$27.79	\$24.94
7512 Bus drivers, subway operators and other transit operators	36	148	A	31.1	\$15.32	\$17.52	\$16.34
7514 Delivery and courier service drivers	60	246	A	36.1	\$17.96	\$23.16	\$20.40
753 Other transport equipment operators and related maintenance workers	53	408	A	37.4	\$16.19	\$23.61	\$19.44
7535 Other automotive mechanical installers and servicers	53	408	A	37.4	\$16.19	\$23.61	\$19.44

"n" in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 102 employers combined reported wages for 529 Motor vehicle and transit drivers (NOC 751).

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 Retail Trade industry as cited by survey respondents and confirmed through review of the data.

RETAIL TRADE 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
<b>Common Business, Managerial, Administrative, and Clerical Occupations</b>					
001 Legislators and senior management	53	5%	n/a	0%	n/a
0015 Senior managers - trade, broadcasting and other services, n.e.c.	43	6%	n/a	0%	n/a
011 Administrative services managers	89	27%	8%	0%	n/a
0111 Financial managers	71	28%	9%	0%	n/a
0114 Other administrative services managers	18	21%	14%	0%	n/a
0124 Advertising, marketing and public relations managers	24	39%	21%	3%	2.7%
060 Corporate sales managers	16-17	29%	0%	0%	n/a
0601 Corporate sales managers	16-17	29%	0%	0%	n/a
062 Retail and wholesale trade managers	363-365	21%	24%	3%	1.2%
0621 Retail and wholesale trade managers	363-365	21%	24%	3%	1.2%
071 Managers in construction and facility operation and maintenance	49	26%	8%	2%	1.1%
0714 Facility operation and maintenance managers	42	21%	11%	2%	1.2%
111 Auditors, accountants and investment professionals	62	30%	21%	3%	1.4%
1111 Financial auditors and accountants	54	25%	23%	2%	n/a
112 Human resources and business service professionals	48	41%	11%	0%	n/a
1121 Human resources professionals	16-17	34%	20%	0%	n/a
1123 Professional occupations in advertising, marketing and public relations	34-35	47%	8%	0%	n/a

RETAIL TRADE 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
121 Administrative services supervisors	75-76	14%	13%	1%	n/a
1215 Supervisors, supply chain, tracking and scheduling co-ordination occupations	65	14%	11%	0%	n/a
122 Administrative and regulatory occupations	80-81	16%	22%	0%	n/a
1221 Administrative officers	64-65	16%	28%	0%	n/a
1225 Purchasing agents and officers	15	15%	n/a	0%	n/a
124 Office administrative assistants - general, legal and medical	52-53	40%	9%	0%	n/a
1241 Administrative assistants	51-52	39%	9%	0%	n/a
131 Finance, insurance and related business administrative occupations	73	11%	35%	0%	n/a
1311 Accounting technicians and bookkeepers	72	11%	35%	0%	n/a
141 General office workers	122-123	40%	7%	3%	1.6%
1411 General office support workers	63-64	31%	13%	2%	n/a
1414 Receptionists	72	48%	3%	5%	2.6%
143 Financial, insurance and related administrative support workers	125-128	32%	18%	1%	n/a
1431 Accounting and related clerks	115-117	32%	19%	1%	n/a
1432 Payroll administrators	19	28%	20%	0%	n/a
152 Supply chain logistics, tracking and scheduling co-ordination occupations	225	45%	23%	3%	n/a
1521 Shippers and receivers	102	42%	29%	4%	n/a
1522 Storekeepers and partspersons	126-127	49%	16%	1%	n/a
1524 Purchasing and inventory control workers	28	29%	32%	0%	n/a

**RETAIL TRADE 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 Professional, Technical, Skilled, and Labour Occupations**

228 Technical occupations in computer and information systems	20	37%	0%	0%	n/a
2281 Computer network technicians	18	30%	0%	0%	n/a
313 Pharmacists, dietitians and nutritionists	53-54	54%	31%	8%	1.4%
3131 Pharmacists	53-54	54%	31%	8%	1.4%
321 Medical technologists and technicians (except dental health)	26-27	53%	37%	8%	1.5%
3219 Other medical technologists and technicians (except dental health)	26-27	53%	37%	8%	1.5%
341 Assisting occupations in support of health services	34-35	61%	36%	13%	4.4%
3414 Other assisting occupations in support of health services	34-35	61%	36%	13%	4.4%
621 Retail sales supervisors	127-128	40%	24%	5%	1.1%
6211 Retail sales supervisors	127-128	40%	24%	5%	1.1%
6221 Technical sales specialists - wholesale trade	15	57%	22%	0%	n/a
633 Butchers and bakers	45	56%	64%	5%	n/a
6331 Butchers, meat cutters and fishmongers - retail and wholesale	23	62%	56%	8%	n/a
6332 Bakers	32	51%	71%	3%	1.1%
641 Sales and account representatives - wholesale trade (non-technical)	50	50%	20%	5%	0.9%
6411 Sales and account representatives - wholesale trade (non-technical)	50	50%	20%	5%	0.9%
642 Retail salespersons	408-409	66%	31%	9%	1.2%
6421 Retail salespersons	408-409	66%	31%	9%	1.2%



RETAIL TRADE 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
655 Customer and information services representatives	101-102	53%	26%	4%	n/a
6552 Other customer and information services representatives	101-102	54%	26%	4%	n/a
661 Cashiers	129-132	74%	29%	6%	n/a
6611 Cashiers	129-132	74%	29%	6%	n/a
662 Other sales support and related occupations	83	60%	27%	9%	n/a
6621 Service station attendants	19-20	68%	19%	10%	1.0%
6622 Store shelf stockers, clerks and order fillers	64	64%	29%	10%	n/a
671 Food counter attendants, kitchen helpers and related support occupations	23	70%	58%	7%	0.4%
6711 Food counter attendants, kitchen helpers and related support occupations	23	70%	58%	7%	0.4%
673 Cleaners	111-113	47%	13%	2%	n/a
6732 Specialized cleaners	71	61%	14%	0%	n/a
6733 Janitors, caretakers and building superintendents	39-40	25%	10%	5%	1.8%
674 Other service support and related occupations, n.e.c.	38-39	54%	5%	3%	n/a
6742 Other service support occupations, n.e.c.	38-39	54%	5%	3%	0.8%
730 Contractors and supervisors, maintenance trades and heavy equipment and transport operators	21	17%	n/a	0%	n/a
7301 Contractors and supervisors, mechanic trades	15	18%	n/a	0%	n/a
732 Automotive service technicians	133-135	55%	38%	9%	1.7%
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	122-124	52%	33%	7%	1.5%
7322 Motor vehicle body repairers	21	69%	55%	17%	3.2%

RETAIL TRADE 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
738 Printing press operators and other trades and related occupations, n.e.c.	15	57%	35%	13%	4.0%
7384 Other trades and related occupations, n.e.c.	15	57%	35%	13%	4.0%
744 Other installers, repairers and servicers	20-21	58%	49%	4%	n/a
7441 Residential and commercial installers and servicers	13-14	69%	43%	0%	0.0%
745 Longshore workers and material handlers	59-61	56%	26%	5%	2.1%
7452 Material handlers	59-61	56%	26%	5%	2.1%
751 Motor vehicle and transit drivers	98-100	50%	22%	1%	n/a
7511 Transport truck drivers	22-23	48%	34%	4%	n/a
7512 Bus drivers, subway operators and other transit operators	34-35	40%	0%	0%	0.0%
7514 Delivery and courier service drivers	57	56%	27%	1%	n/a
753 Other transport equipment operators and related maintenance workers	49-51	63%	18%	10%	2.4%
7535 Other automotive mechanical installers and servicers	49-51	63%	18%	10%	2.4%

"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)

### Retail Trade Sector (NAICS 44-45)

The retail trade sector comprises establishments primarily engaged in retailing merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. The retailing process is the final step in the distribution of merchandise; retailers are therefore organized to sell merchandise in small quantities to the general public. This sector comprises two main types of retailers, that is, store and non-store retailers. Their main characteristics are described below.

*Store retailers* operate fixed point-of-sale locations, located and designed to attract a high volume of walk-in customers. In general, retail stores have extensive displays of merchandise and use mass-media advertising to attract customers. They typically sell merchandise to the general public for personal or household consumption, but some also serve business and institutional clients. These include establishments such as office supplies stores, computer and software stores, gasoline stations, building material dealers, plumbing supplies stores and electrical supplies stores. In addition to selling merchandise, some types of store retailers are also engaged in the provision of after-sales services, such as repair and installation. Catalogue sales showrooms, gasoline service stations, and mobile home dealers are treated as store retailers.

*Non-store retailers*, like store retailers, are organized to serve the general public, but their retailing methods differ. The establishments of this subsector reach customers and market merchandise with methods such as, the broadcasting of infomercials, the broadcasting and publishing of direct-response advertising, the publishing of traditional and electronic catalogues, door-to-door solicitation, in-home demonstration, temporary displaying of merchandise (stalls) and distribution by vending machines.

There are two main methods of transaction and delivery of merchandise of non-store retailers. Non-store retailers that reach their customers using information technologies can receive payment at the time of purchase or at the time of delivery, and the delivery of the merchandise may be done by the retailer or by a third party, such as the post office or a courier. In contrast, retailers that reach their customers by door-to-door solicitation, in-home demonstration, temporary displaying of merchandise (stalls) and vending machines typically receive payment and deliver the merchandise to the customer at the time of the purchase.

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