

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.

Other Services Sector (Repair, Personal, and Related Services) Industry Summary Report

SURVEY RESULTS

The survey was completed with 667 employers in the Other Services Sector (Repair, Personal, and Related Services) industry sector who provided information on over 15,935 employees in various occupational classifications¹. 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

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.

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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							
001 Legislators and senior management	71	129	B	39.1	\$60.94	\$77.78	\$69.28
0014 Senior managers - health, education, social and community services and membership organizations	37	52	B	37.7	\$52.71	\$62.96	\$58.98
011 Administrative services managers	60	170	B	39.5	\$40.46	\$53.57	\$47.31
0111 Financial managers	38	91	B	39.8	\$42.05	\$59.99	\$51.34
0112 Human resources managers	21	27	B	38.3	\$35.94	\$41.78	\$39.60

¹ The estimated sample error at the establishment level for overall results for this industry is estimated to be $\pm 2.8\%$ 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.

² 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.

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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
0114 Other administrative services managers	23	47	C	39.6	\$39.15	\$47.17	\$43.16
012 Managers in financial and business services	23	65	C	36.8	\$34.59	\$41.17	\$38.75
0124 Advertising, marketing and public relations managers	15	24	C	37	\$37.84	\$48.15	\$44.87
042 Managers in education and social and community services	76	246	B	33.6	\$32.28	\$40.04	\$35.94
0423 Managers in social, community and correctional services	71	198	B	33.3	\$26.91	\$34.32	\$31.59
062 Retail and wholesale trade managers	129	278	A	42	\$35.44	\$46.53	\$41.61
0621 Retail and wholesale trade managers	129	278	A	42	\$35.44	\$46.53	\$41.61
065 Managers in customer and personal services n.e.c.	39	72	B	41.2	\$26.83	\$35.62	\$30.73
0651 Managers in customer and personal services, n.e.c.	39	72	B	41.2	\$26.83	\$35.62	\$30.73
071 Managers in construction and facility operation and maintenance	48	123	B	40.2	\$36.21	\$44.34	\$39.46
0711 Construction managers	15	56	B	40.6	\$43.00	\$50.53	\$47.15
0714 Facility operation and maintenance managers	37	62	B	39.9	\$32.38	\$40.44	\$35.31
091 Managers in manufacturing and utilities	18	42	B	37.4	\$39.12	\$49.31	\$44.38
0911 Manufacturing managers	17	34	C	37	\$37.27	\$48.32	\$42.92
111 Auditors accountants and investment professionals	47	101	B	37.7	\$31.28	\$41.60	\$36.12
1111 Financial auditors and accountants	44	76	B	36.4	\$30.91	\$41.09	\$35.37
112 Human resources and business service professionals	72	261	B	37.8	\$41.83	\$49.71	\$44.80
1121 Human resources professionals	25	118	B	39.8	\$51.71	\$55.81	\$53.25
1123 Professional occupations in advertising, marketing and public relations	55	124	B	35.8	\$32.19	\$43.60	\$36.42
121 Administrative services supervisors	26	67	B	35.2	\$29.60	\$35.15	\$31.90
122 Administrative and regulatory occupations	128	383	A	35.1	\$25.93	\$35.25	\$29.68
1221 Administrative officers	96	292	B	35.3	\$25.39	\$35.25	\$29.56
1222 Executive assistants	23	38	B	34.8	\$31.80	\$39.69	\$34.70
1226 Conference and event planners	15	25	C	32.5	\$21.43	\$30.11	\$23.57
124 Office administrative assistants - General legal and medical	88	269	B	29.3	\$19.54	\$27.03	\$23.56
1241 Administrative assistants	87	265	B	29.2	\$19.48	\$26.95	\$23.53

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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
131 Finance insurance and related business administrative occupations	83	105	A	29	\$23.27	\$28.96	\$26.50
1311 Accounting technicians and bookkeepers	80	93	A	28.5	\$23.40	\$28.58	\$26.37
141 General office workers	212	582	A	33.5	\$17.49	\$23.59	\$20.29
1411 General office support workers	108	332	A	35.5	\$17.81	\$25.99	\$21.62
1414 Receptionists	114	248	A	31.4	\$17.18	\$21.24	\$19.01
143 Financial insurance and related administrative support workers	109	272	A	36.3	\$21.52	\$30.79	\$26.53
1431 Accounting and related clerks	103	232	A	36.3	\$20.93	\$30.69	\$26.17
152 Supply chain logistics tracking and scheduling co-ordination occupations	105	577	B	40	\$16.94	\$24.77	\$20.56
1521 Shippers and receivers	34	203	B	37.8	\$16.00	\$21.50	\$18.36
1522 Storekeepers and partspersons	70	315	B	41.3	\$16.05	\$25.12	\$20.19
Common Professional, Technical, Skilled, and Labour Occupations							
217 Computer and information systems professionals	20	52	B	37.2	\$31.20	\$37.53	\$34.84
223 Technical occupations in civil mechanical and industrial engineering	11	27	B	39.8	\$24.31	\$36.42	\$31.95
226 Other technical inspectors and regulatory officers	18	51	C	42.3	\$38.23	\$49.83	\$46.99
323 Other technical occupations in health care	35	149	B	28.8	\$32.42	\$42.27	\$36.46
3236 Massage therapists	29	120	C	29.1	\$34.02	\$43.40	\$37.30
415 Social and community service professionals	68	331	A	36.4	\$25.12	\$43.97	\$30.91
4154 Professional occupations in religion	58	299	B	36.4	\$24.18	\$44.64	\$30.47
416 Policy and program researchers consultants and officers	38	286	C	33	\$27.15	\$33.22	\$29.88
4164 Social policy researchers, consultants and program officers	16	133	B	30.5	\$25.27	\$28.67	\$27.13
421 Paraprofessional occupations in legal social community and education services	94	1,739	B	27	\$17.50	\$22.85	\$21.06
4212 Social and community service workers	63	1,454	B	26.7	\$17.36	\$22.39	\$20.97
4214 Early childhood educators and assistants	16	120	B	31.9	\$12.95	\$19.92	\$16.17
4217 Other religious occupations	19	67	C	22.9	\$17.63	\$28.90	\$22.31
525 Athletes coaches referees and related occupations	10	295	B	26.9	\$16.05	\$24.25	\$18.66
622 Technical sales specialists in wholesale trade and retail and wholesale buyers	23	200	B	40.2	\$24.00	\$45.12	\$32.81

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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
6221 Technical sales specialists - wholesale trade	23	194	B	40.2	\$24.07	\$45.50	\$32.99
631 Service supervisors	27	277	C	35.3	\$14.89	\$21.28	\$17.26
632 Chefs and cooks	24	70	B	30.7	\$15.70	\$19.32	\$17.19
6322 Cooks	22	68	B	30.4	\$15.38	\$19.11	\$16.92
634 Specialized occupations in personal and customer services	49	328	B	33.8	\$15.41	\$29.83	\$20.75
6341 Hairstylists and barbers	38	305	B	33.5	\$15.23	\$30.02	\$20.58
641 Sales and account representatives - Wholesale trade (non-technical)	22	113	C	39.9	\$21.86	\$33.72	\$28.47
6411 Sales and account representatives - wholesale trade (non-technical)	22	113	C	39.9	\$21.86	\$33.72	\$28.47
642 Retail salespersons	54	412	B	36	\$14.12	\$39.36	\$23.27
6421 Retail salespersons	54	412	B	36	\$14.12	\$39.36	\$23.27
651 Occupations in food and beverage service	26	162	B	19.1	\$12.64	\$14.53	\$13.09
6512 Bartenders	19	86	B	17.8	\$12.80	\$15.14	\$13.37
655 Customer and information services representatives	65	243	B	34.2	\$16.93	\$23.14	\$20.16
6552 Other customer and information services representatives	65	243	B	34.2	\$16.93	\$23.14	\$20.16
656 Other occupations in personal service	44	259	B	28.2	\$14.34	\$22.14	\$17.43
6562 Estheticians, electrologists and related occupations	28	134	C	32.1	\$14.55	\$26.62	\$19.58
6563 Pet groomers and animal care workers	15	124	C	24.2	\$14.13	\$18.23	\$15.56
661 Cashiers	13	222	B	21.5	\$12.57	\$15.92	\$13.35
673 Cleaners	161	1534	B	34.1	\$15.83	\$20.48	\$17.76
6731 Light duty cleaners	20	137	B	26.3	\$14.73	\$17.75	\$16.35
6732 Specialized cleaners	59	412	B	33.4	\$14.56	\$19.39	\$16.08
6733 Janitors, caretakers and building superintendents	98	985	B	37.1	\$17.16	\$22.29	\$19.46
674 Other service support and related occupations n.e.c.	32	465	B	35.4	\$13.99	\$19.45	\$16.09
6742 Other service support occupations, n.e.c.	22	217	C	29.6	\$14.24	\$21.42	\$16.68
723 Machining metal forming shaping and erecting trades	49	359	A	40.1	\$24.34	\$36.77	\$30.44
7231 Machinists and machining and tooling inspectors	17	112	C	38.4	\$21.62	\$36.20	\$29.81

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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
7237 Welders and related machine operators	38	237	A	40.7	\$24.96	\$36.95	\$30.52
730 Contractors and supervisors maintenance trades and heavy equipment and transport operators	46	120	B	41.4	\$34.74	\$40.09	\$37.16
7301 Contractors and supervisors, mechanic trades	40	98	B	41.8	\$36.19	\$40.72	\$38.08
731 Machinery and transportation equipment mechanics (except motor vehicle)	71	1022	B	35.6	\$32.49	\$49.72	\$40.45
7312 Heavy-duty equipment mechanics	52	740	B	33.9	\$32.25	\$49.21	\$39.53
732 Automotive service technicians	133	758	A	40.7	\$25.91	\$38.82	\$32.47
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	87	454	A	40.6	\$26.74	\$41.50	\$33.84
7322 Motor vehicle body repairers	59	304	A	40.7	\$24.77	\$34.65	\$30.43
751 Motor vehicle and transit drivers	48	214	B	39.9	\$18.77	\$23.35	\$20.67
7511 Transport truck drivers	21	91	B	39.9	\$16.70	\$22.50	\$19.25
7514 Delivery and courier service drivers	23	99	B	42.3	\$20.67	\$25.10	\$22.81
753 Other transport equipment operators and related maintenance workers	37	300	B	36.4	\$15.12	\$21.18	\$17.53
7535 Other automotive mechanical installers and servicers	37	300	B	36.4	\$15.12	\$21.18	\$17.52
761 Trades helpers and labourers	47	184	B	37.3	\$17.90	\$25.38	\$21.93
7612 Other trades helpers and labourers	38	97	B	36.4	\$15.99	\$22.08	\$19.18

“n” in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 38 employers combined reported wages for 97 Other trades helpers and labourers - (NOC 7612).

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 Other Services Sector (Repair, Personal, and Related Services) industry as cited by survey respondents and confirmed through review of the data.

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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					
001 Legislators and senior management	70	17%	10%	1%	1.0%
0014 Senior managers - health, education, social and community services and membership organizations	37	21%	7%	1%	1.1%
011 Administrative services managers	59-60	19%	6%	0%	n/a
0111 Financial managers	37-38	12%	0%	0%	n/a
0112 Human resources managers	20-21	39%	12%	0%	n/a
0114 Other administrative services managers	21-22	14%	n/a	0%	n/a
012 Managers in financial and business services	21-23	23%	44%	0%	n/a
0124 Advertising, marketing and public relations managers	13-15	18%	n/a	0%	n/a
042 Managers in education and social and community services	76	30%	11%	3%	3.4%
0423 Managers in social, community and correctional services	71	28%	13%	3%	3.9%
062 Retail and wholesale trade managers	128	16%	26%	2%	1.4%
0621 Retail and wholesale trade managers	128	16%	26%	2%	1.4%
065 Managers in customer and personal services n.e.c.	39	13%	35%	0%	n/a
0651 Managers in customer and personal services, n.e.c.	39	13%	35%	0%	n/a
071 Managers in construction and facility operation and maintenance	47-48	29%	16%	2%	0.0%
0711 Construction managers	14-15	25%	n/a	6%	0.0%
0714 Facility operation and maintenance managers	36-37	29%	16%	0%	n/a
091 Managers in manufacturing and utilities	16-18	20%	n/a	0%	n/a
0911 Manufacturing managers	15-17	18%	n/a	0%	n/a
111 Auditors accountants and investment professionals	46-47	34%	29%	2%	1.1%

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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
1111 Financial auditors and accountants	43-44	32%	23%	1%	n/a
112 Human resources and business service professionals	70-71	42%	17%	3%	1.6%
1121 Human resources professionals	24-25	42%	12%	6%	2.7%
1123 Professional occupations in advertising, marketing and public relations	53-54	42%	20%	2%	n/a
121 Administrative services supervisors	25-26	31%	7%	2%	1.1%
122 Administrative and regulatory occupations	128	38%	4%	1%	n/a
1221 Administrative officers	96	35%	7%	1%	n/a
1222 Executive assistants	22-23	44%	0%	0%	n/a
1226 Conference and event planners	15	47%	0%	0%	n/a
124 Office administrative assistants - General legal and medical	87-88	41%	17%	2%	n/a
1241 Administrative assistants	86-87	41%	18%	2%	n/a
131 Finance insurance and related business administrative occupations	82-83	24%	14%	0%	n/a
1311 Accounting technicians and bookkeepers	79-80	24%	12%	0%	n/a
141 General office workers	210-212	49%	14%	1%	n/a
1411 General office support workers	106-108	39%	15%	3%	n/a
1414 Receptionists	113-114	58%	13%	0%	n/a
143 Financial insurance and related administrative support workers	108	32%	8%	2%	n/a
1431 Accounting and related clerks	102	30%	7%	2%	0.8%
152 Supply chain logistics tracking and scheduling co-ordination occupations	102-103	38%	24%	2%	0.4%
1521 Shippers and receivers	33	34%	0%	2%	0.0%
1522 Storekeepers and partspersons	68	46%	35%	3%	0.6%
Common Professional, Technical, Skilled, and Labour Occupations					
217 Computer and information systems professionals	19-20	29%	0%	0%	n/a
223 Technical occupations in civil mechanical and industrial engineering	11	43%	47%	10%	5.9%
226 Other technical inspectors and regulatory officers	18	41%	17%	9%	4.2%
323 Other technical occupations in health care	33-34	46%	60%	21%	n/a

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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
3236 Massage therapists	27-28	55%	66%	28%	n/a
415 Social and community service professionals	68	36%	15%	2%	1.6%
4154 Professional occupations in religion	58	35%	17%	1%	1.0%
416 Policy and program researchers consultants and officers	38	52%	14%	3%	1.7%
4164 Social policy researchers, consultants and program officers	16	47%	15%	4%	2.3%
421 Paraprofessional occupations in legal social community and education services	94	55%	15%	2%	0.5%
4212 Social and community service workers	63	60%	16%	3%	0.6%
4214 Early childhood educators and assistants	16	56%	25%	0%	0.0%
4217 Other religious occupations	19	32%	0%	0%	n/a
525 Athletes coaches referees and related occupations	10	88%	16%	0%	0.0%
622 Technical sales specialists in wholesale trade and retail and wholesale buyers	21-22	50%	26%	11%	2.4%
6221 Technical sales specialists - wholesale trade	21-22	53%	26%	11%	2.4%
631 Service supervisors	26	40%	31%	0%	0.0%
632 Chefs and cooks	24	59%	8%	0%	0.0%
6322 Cooks	22	58%	8%	0%	0.0%
634 Specialized occupations in personal and customer services	47-49	61%	65%	28%	n/a
6341 Hairstylists and barbers	36-38	75%	67%	32%	n/a
641 Sales and account representatives - Wholesale trade (non-technical)	21	40%	21%	6%	1.3%
6411 Sales and account representatives - wholesale trade (non-technical)	21	40%	21%	6%	1.3%
642 Retail salespersons	53	49%	26%	4%	0.9%
6421 Retail salespersons	53	49%	26%	4%	0.9%
651 Occupations in food and beverage service	26	65%	18%	3%	2.8%
6512 Bartenders	19	59%	16%	0%	0.0%
655 Customer and information services representatives	65	40%	12%	4%	1.0%
6552 Other customer and information services representatives	65	40%	12%	4%	1.0%
656 Other occupations in personal service	44	77%	27%	7%	1.8%

OTHER SERVICES (REPAIR, PERSONAL, AND RELATED 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
6562 Estheticians, electrologists and related occupations	28	74%	32%	13%	3.2%
6563 Pet groomers and animal care workers	15	80%	22%	2%	n/a
661 Cashiers	13	48%	26%	13%	6.4%
673 Cleaners	159	51%	21%	3%	3.3%
6731 Light duty cleaners	19-20	55%	27%	0%	n/a
6732 Specialized cleaners	59	63%	27%	7%	1.6%
6733 Janitors, caretakers and building superintendents	96-97	44%	14%	2%	5.7%
674 Other service support and related occupations n.e.c.	32	44%	31%	0%	n/a
6742 Other service support occupations, n.e.c.	22	48%	42%	0%	n/a
723 Machining metal forming shaping and erecting trades	46-47	49%	38%	9%	1.5%
7231 Machinists and machining and tooling inspectors	15-16	23%	n/a	7%	1.1%
7237 Welders and related machine operators	35-36	58%	29%	10%	1.7%
730 Contractors and supervisors maintenance trades and heavy equipment and transport operators	44-45	29%	20%	2%	n/a
7301 Contractors and supervisors, mechanic trades	39-40	25%	28%	3%	1.3%
731 Machinery and transportation equipment mechanics (except motor vehicle)	68-69	53%	38%	10%	1.7%
7312 Heavy-duty equipment mechanics	50-51	54%	30%	8%	1.0%
732 Automotive service technicians	131	45%	64%	10%	3.0%
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	85-86	47%	54%	12%	3.0%
7322 Motor vehicle body repairers	57-58	43%	73%	9%	2.9%
751 Motor vehicle and transit drivers	47	43%	6%	2%	n/a
7511 Transport truck drivers	20	40%	0%	0%	0.0%
7514 Delivery and courier service drivers	23	45%	8%	4%	0.7%
753 Other transport equipment operators and related maintenance workers	37	55%	48%	7%	2.8%
7535 Other automotive mechanical installers and servicers	37	55%	48%	7%	2.8%
761 Trades helpers and labourers	45-46	51%	18%	5%	2.4%
7612 Other trades helpers and labourers	37	44%	14%	0%	0.0%

“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)
Other Services Sector (Repair, Personal, and Related Services) (NAICS 81)**

This sector comprises establishments, not classified to any other sector, primarily engaged in repairing, or performing general or routine maintenance, on motor vehicles, machinery, equipment and other products to ensure that they work efficiently; providing personal care services, funeral services, laundry services and other services to individuals, such as pet care services and photo finishing services; organizing and promoting religious activities; supporting various causes through grant-making, advocating (promoting) various social and political causes, and promoting and defending the interests of their members. Private households are also included.

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