## 2020 <br> COMPENSATION REPORT

Brought to you by

Respecting People. Impacting Business.' ${ }^{\text {TM }}$
Your source for insight into current workforce compensation trends for Light Industrial, Office Services, Skilled Trades, and Professional jobs.

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## WE'RE IN A NEW NORMAL...

In a strong employment market that favours job seekers, effective recruiting and retention practices are key differentiators for businesses. Company leaders must be prepared to reassess hiring and employee retention practices to ensure they attract and maintain a strong, productive workforce. Today, the most qualified candidates are in a position to be more selective about the jobs they accept because they know there are plenty of opportunities available. It has never been easier for workers to hop between jobs.

Business leaders must be active participants in creating work environments that increase loyalty and engagement. Competitive compensation, employee benefits, and smart perks—like ongoing training and development opportunities—are essential to building a culture that attracts and retains the best talent.

## COMPETITIVE COMPENSATION

Competition for the best and brightest workers is at a fever pitch, and the most straightforward tactic to attract top talent is offering competitive compensation. Highlyqualified workers know their value, so businesses must be willing to keep up with market demands for pay.

## CREATIVE BENEFITS PACKAGES

Salary itself isn't the only factor. A well-rounded benefits package is essential to becoming an employer of choice. In addition to the more traditional benefits, additional perks like flexible scheduling, gym membership discounts or access to personal trainers, or paid time off to volunteer help differentiate a company from the others competing for the same talent pool.


BILL STOLLER
CEO and Co-Founder Express Employment Professionals

## INVESTMENT IN TRAINING AND DEVELOPMENT

Employees want to know their careers are on upward trajectories within the companies, so showing long-term commitment to their growth by providing meaningful and targeted training and development opportunities is a key strategy for building retention and engagement.

As a North American employment industry leader, Express Employment Professionals serves more than 83,000 clients each year by providing strategic staffing solutions across a wide variety of business segments, including Light Industrial, Office Services, Skilled Trades, and Professional.

## JOB INSIGHTS FOR 2020

To provide accurate and timely employment forecasts for business leaders, Express Employment Professionals International Headquarters conducts an ongoing Job Insights survey to track hiring trends across a wide range of industries. Express surveyed business owners, decision makers, and human resource professionals about the overall hiring trends in their markets and how those trends impact their hiring decisions. The majority of respondents (89\%) hold decision-making roles regarding hiring for their companies and represent small- to medium-sized workforces.

## INSIGHT: The competition to attract and retain the best talent continues in 2020.

Recruiting and retaining top talent today requires a more strategic approach than ever before. Skilled, experienced workers hold all the cards and businesses must be willing to meet or exceed what the competition is offering to not only attract the best employees, but also keep them. In fact, according to the survey results, $78 \%$ of respondents say it will be somewhat or very difficult to fill open positions in their companies.

## THE TOP REASONS OPEN JOBS ARE NOT FILLED:



Lack of applicants
with experience


Lack of available applicants


Lack of applicants with hard skills


Lack of applicants with soft skills

## THE TOP REASONS EMPLOYEES LEAVE THEIR CURRENT JOBS:



Lack of advancement/ opportunity


## 6\%

## $\square$

Long hours

$$
\begin{aligned}
& \text { ONLY 16\% OF } \\
& \text { RESPONDENTS SAID } \\
& \text { THEY HAVE ALL THEIR } \\
& \text { POSITIONS FILLED. }
\end{aligned}
$$

> Bridging the Gap: According to research conducted by Harris Poll on behalf of Express, 3 in 4 Baby Boomers said they would like to "semi-retire" with flexible schedules. Are businesses overlooking the opportunity to utilize this generation to not only bridge the gaps in their workforce, but also pass along valuable knowledge and experience to the next generation of workers?

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## INSIGHT: Businesses remain overall optimistic for the economy going into 2020.

Eighty-six per cent (86\%) of survey respondents said their employment markets are either "trending up" ( $42 \%$ ) or "staying the same" (44\%) going into 2020. Only $13 \%$ forecast a downward trend in employment activity. Additionally, most survey respondents remain generally optimistic about the strength of the economy and do not predict the country entering into recession in the short-term.

DO YOU FORESEE YOUR COUNTRY ENTERING INTO ANOTHER RECESSION?


I do not foresee my country entering into another recession

OVER THE NEXT SIX MONTHS, WAGES WILL 1\%

INCREASE


In 2 years

18\%


In 1 year


In 6 months to 1 year


In 3 to 6 months

1\%
Within 3 months

STAY THE SAME


> ONLY 1\% OF RESPONDENTS EXPECT WAGES TO DECREASE OVER THE NEXT SIX MONTHS.

## GREY COLLAR WORKERS: A GROWING SEGMENT

The rapid advancement of technology and applications in areas like automation or artificial intelligence has given rise to a growing section of the workforce that blurs the lines between blue- and white-collar jobs. "Grey collar" work combines some of the manual labour aspects of blue-collar jobs with managerial, administrative, and educational requirements of white-collar jobs.

Express Employment Professionals partnered with The Harris Poll to learn more about this growing segment of the workforce.



Reasons White and Grey Collar Workers Like Their Johs

- Good Living Wage
- Flexible Hours
- Challenged by Work
- Not Dangerous
- Like Their Boss
- Sense of Purpose


## E\%Press

ExpressPros.com

Source: The survey was conducted online within Canada by The Harrls Poll on behalf of Express Employment Professionals between June 18 and July 8, 2019 among 500 Canadlan white collar workers and 507 grey collar workers.

## Want to learn more?

Take a deeper dive into the Express Employment Professionals/The Harris
Poll Survey of Grey Collar workers by downloading our white paper:
Between Blue and White: The Grey Collar Workforce.

## 2020 COMPENSATION REPORT

The following data represents national averages and is divided into four key segments: Light Industrial, Offices Services, Skilled Trades, and Professional. For more detailed information about your local compensation trends, contact your Express representative. All data within this report was provided via Emsi, a third-party, labour market data and analytics research company. More information about Emsi and their research methodology is available at EconomicModeling.com.

## LIGHT INDUSTRIAL



## LIGHT INDUSTRIAL Continued

| CATEGORY | JOB TITLE | LABOUR CODE | $25^{\text {th }}$ PCT. |  | $75^{\mathrm{th}} \text { PCT. }$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Landscaping and Grounds Maintenance Labourers | 8612 | \$14.11 | \$16.34 | \$20.57 |
|  | Contractors and Supervisors, Agriculture, Horticulture, and Related Operations and Services | 825 | \$17.59 | \$22.00 | \$27.96 |
|  | Contractors and Supervisors, Landscaping, Grounds Maintenance, and Horticulture Services | 8255 | \$19.01 | \$23.59 | \$29.46 |
| WAREHOUSE |  |  |  |  |  |
|  | Store Shelf Stockers, Clerks, and Order Fillers | 6622 | \$11.81 | \$13.25 | \$15.41 |
|  | Processing and Manufacturing Machine Operators and Related Production Workers | 94 | \$16.20 | \$19.63 | \$23.74 |
|  | Other Transport Equipment Operators and Related Maintenance Workers | 753 | \$17.10 | \$20.99 | \$25.29 |
|  | Purchasing and Inventory Control Workers | 1524 | \$14.81 | \$19.02 | \$23.99 |
|  | Labourers in Processing, Manufacturing, and Utilities | 961 | \$14.00 | \$16.46 | \$20.32 |

## OFFICE SERVICES

| CATEGORY | JOB TITLE | LABOUR CODE | $25^{\text {th PCT. }}$ | MEDIAN <br> GE PER H | $75^{\mathrm{th}} \text { PCT. }$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| ADMINISTRATION |  |  |  |  |  |
|  | Executive Assistants | 1222 | \$22.63 | \$27.67 | \$34.19 |
|  | Legal Administrative Assistants | 1242 | \$18.15 | \$22.68 | \$28.10 |
|  | Other Administrative Services Managers | 0114 | \$26.02 | \$36.38 | \$45.84 |
|  | General Office Support Workers | 1411 | \$16.30 | \$20.83 | \$25.29 |
|  | Data Entry Clerks | 1422 | \$16.09 | \$19.58 | \$24.83 |
|  | Mail, Postal, and Related Workers | 1511 | \$17.53 | \$22.44 | \$26.27 |
|  | Dispatchers | 1525 | \$17.55 | \$23.23 | \$30.59 |
|  | Administrative Services Managers | 011 | \$33.84 | \$44.94 | \$56.30 |
|  | General Office Workers | 141 | \$15.65 | \$19.42 | \$23.67 |
|  | Receptionists | 1414 | \$14.58 | \$17.42 | \$21.40 |
|  | Specialized Occupations in Personal and Customer Services | 634 | \$13.33 | \$15.77 | \$19.54 |
|  | Supervisors, General Office, and Administrative Support Workers | 1211 | \$21.52 | \$26.41 | \$34.08 |
| CUSTOMER SERVICE |  |  |  |  |  |
|  | Customer and Information Services Representatives | 655 | \$14.45 | \$17.62 | \$22.09 |
|  | Retail Salespersons | 6421 | \$11.98 | \$13.58 | \$16.55 |
|  | Other Sales-Related Occupations | 6623 | \$12.68 | \$14.08 | \$16.71 |
|  | Sales and Service Occupations | 6 | \$13.32 | \$15.88 | \$19.50 |
|  | Managers in Customer and Personal Services | 065 | \$19.76 | \$25.85 | \$34.85 |
|  | Hotel Front Desk Clerks | 6525 | \$13.53 | \$15.49 | \$18.07 |
|  | Cashiers | 6611 | \$11.44 | \$12.44 | \$13.49 |
| HEALTHCARE |  |  |  |  |  |
|  | Health Information Management Occupations | 1252 | \$22.96 | \$26.98 | \$32.21 |
|  | Assisting Occupations in Support of Health Services | 341 | \$17.69 | \$20.55 | \$22.87 |
|  | Medical Transcriptionists and Related Occupations | 1251 | \$20.25 | \$23.16 | \$26.87 |
|  | Office Administrative Assistants - General, Legal, and Medical | 124 | \$17.94 | \$22.03 | \$26.20 |
|  | Managers in Health Care | 0311 | \$33.74 | \$46.22 | \$55.02 |
|  | Medical Administrative Assistants | 1243 | \$18.80 | \$21.93 | \$24.71 |
| HUMAN RESOURCES |  |  |  |  |  |
|  | Payroll Administrators | 1432 | \$20.22 | \$25.16 | \$29.48 |
|  | Human Resources and Recruitment Officers | 1223 | \$20.75 | \$27.67 | \$34.85 |
| MANAGEMENT |  |  |  |  |  |
|  | Middle Management Occupations in Retail and Wholesale Trade and Customer Services | 06 | \$21.87 | \$30.83 | \$43.76 |
|  | Other Business Services Managers | 0125 | \$25.15 | \$34.72 | \$49.90 |

## SKILLED TRADES



## SKILLED TRADES Continued

| CATEGORY | JOB TITLE | $\begin{aligned} & \text { LABOUR } \\ & \text { CODE } \end{aligned}$ | $25^{\text {th }}$ PCT. | MEDIA <br> GE PER | $75^{\mathrm{h}} \text { PCT. }$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  | Foundry Workers | 9412 | \$17.89 | \$21.98 | \$27.39 |
|  | Heavy Equipment Operators | 752 | \$22.19 | \$26.21 | \$31.16 |
|  | Power Engineers and Power Systems Operators | 9241 | \$26.63 | \$35.08 | \$46.29 |
|  | Papermaking and Finishing Machine Operators | 9433 | \$23.06 | \$28.45 | \$32.43 |
|  | Crane Operators | 7371 | \$26.29 | \$30.73 | \$38.99 |
|  | Machine Operators and Related Workers in Mineral and Metal Products Processing and Manufacturing | 941 | \$17.49 | \$20.90 | \$25.41 |
|  | Other Transport Equipment Operators and Related Maintenance Workers | 753 | \$17.10 | \$20.99 | \$25.29 |
|  | Sawmill Machine Operators | 9431 | \$18.44 | \$24.08 | \$27.61 |
|  | Plastics Processing Machine Operators | 9422 | \$14.42 | \$17.22 | \$20.60 |
|  | Industrial Sewing Machine Operators | 9446 | \$12.56 | \$14.04 | \$16.66 |
|  | Chemical Plant Machine Operators | 9421 | \$15.83 | \$20.17 | \$26.28 |
| MAINTENANCE |  |  |  |  |  |
|  | Automotive Service Technicians | 732 | \$18.83 | \$24.49 | \$30.27 |
|  | Electricians (Except Industrial and Power System) | 7241 | \$22.70 | \$32.26 | \$38.83 |
|  | Heating, Refrigeration, and Air Conditioning Mechanics | 7313 | \$23.14 | \$31.71 | \$38.92 |
|  | Inspectors and Testers, Mineral, and Metal Processing | 9415 | \$17.35 | \$20.88 | \$26.09 |
|  | Janitors, Caretakers, and Building Superintendents | 6733 | \$14.30 | \$18.54 | \$22.37 |
|  | Contractors and Supervisors, Landscaping, Grounds Maintenance, and Horticulture Services | 8255 | \$19.01 | \$23.59 | \$29.46 |
|  | Industrial Painters, Coaters, and Metal Finishing Process Operators | 9536 | \$18.28 | \$21.86 | \$27.92 |
|  | Electrical Mechanics | 7333 | \$20.58 | \$24.40 | \$28.35 |
| WELDER |  |  |  |  |  |
|  | Welders and Related Machine Operators | 7237 | \$21.40 | \$25.46 | \$30.70 |
|  | Maintenance and Equipment Operation Trades | 73 | \$22.41 | \$28.91 | \$35.37 |
|  | Labourers in Metal Fabrication | 9612 | \$14.99 | \$17.63 | \$22.27 |
| TECHNICIANS |  |  |  |  |  |
|  | Aircraft Mechanics and Aircraft Inspectors | 7315 | \$21.98 | \$28.40 | \$35.43 |
|  | Other Products Assemblers, Finishers, and Inspectors | 9537 | \$14.80 | \$17.08 | \$21.74 |
|  | Construction Millwrights and Industrial Mechanics | 7311 | \$24.07 | \$30.95 | \$37.37 |
|  | Mechanical Assemblers and Inspectors | 9526 | \$18.15 | \$21.19 | \$25.39 |
|  | Forestry Technologists and Technicians | 2223 | \$21.25 | \$26.53 | \$31.53 |
|  | Aircraft Assemblers and Aircraft Assembly Inspectors | 9521 | \$20.53 | \$27.35 | \$34.19 |

## PROFESSIONAL




## EMPLOYER RESOURCES AVAILABLE FROM EXPRESS

 Training and Development ProgramsExpress has an extensive library of training tools and programs that address a range of workplace issues like turnover, company culture, and employee development. For more information on any of these programs, contact your local Express Employment Professionals representative.


## COMPANY CULTURE

A company's culture is comprised of the values, practices, and personalities shared by the employer and employees. With so many possible cultures, it's important for each company to ensure cultural fit during the hiring process. This program helps shed light on how a strong culture positively affects every aspect of a business.

## EMPLOYEE DEVELOPMENT

Most business leaders agree that employee training and development is vital to success. However, knowing where to start can be tricky. This program is designed to help pinpoint employee development challenges and offer solutions for building a stronger workforce.

## ENGAGE TO RETAIN: BUILDING EMPLOYEE RETENTION THROUGH ONBOARDING AND DEVELOPMENT

The process of building a productive workforce doesn't end after a hiring decision is made. The Engage to Retain program highlights best practices supervisors can implement to help set up new employees for success and show commitment to their career development.


## MONDAY MORNING LEADERSHIP

An employee's relationship with his/her supervisor is the number one factor affecting retention. Based on David Cottrell's bestselling book, "Monday Morning Leadership," this tool offers inspiration and an action plan for making those relationships stronger.

## FACES OF CHANGE: UNDERSTANDING AND MANAGING GENERATIONS IN THE WORKPLACE

With the greatly varying beliefs, influences, and traits of the various generations in the workplace today, there's bound to be some conflict. This program focuses on each generation's unique contributions and areas for growth, as well as key motivation and retention tips.

# EMPLOYER RESOURCES AVAILABLE FROM EXPRESS continued 

## ExpressTalks

## EXPRESSTALKS

Featuring an array of employment industry subject-matter experts, ExpressTalks is a series of video webinar presentations covering the latest employment regulations and leadership trends. To register for an upcoming ExpressTalks event or to view our library of on-demand recordings, visit ExpressPros.com/ExpressTalks

## Refresh Leadership Blog

Refresh Leadership, Express' blog for employers and business leaders, features timely information on a variety of leadership, management, and human resource topics. Learn how to lead your team, handle HR issues, and stay up to date on the latest management tips at RefreshLeadership.com.

## ABOUT EXPRESS EMPLOYMENT PROFESSIONALS

Express Employment Professionals puts people to work. It employed more than 552,000 people in 2019 with more than 83,000 clients across North America. Its long-term goal is to put a million people to work annually. For more information, visit ExpressPros.com.

Contact your local Express office for more information about staffing solutions to fit your specific needs, including:

- Flexible Staffing
- Temporary and Contract Staffing
- Evaluation Hire
- Direct Hire

All Express offices are locally owned and operated. For information about franchise opportunities, visit ExpressFranchising.com.

## E\%press <br> EMPLOYMENT PROFESSIONALS

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More fresh ideas for today's
business leaders at RefreshLeadership.com.

## ExpressPros.com


[^0]:    According to research from Gallup, only one-third of the workforce is "engaged" at work. The remaining two-thirds are either "not engaged" or "actively disengaged" and are $56 \%$ and $73 \%$, respectively, more likely to job hop.

