2020 COMPENSATION REPORT



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Respecting People. Impacting Business.™

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. Highly-qualified 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.

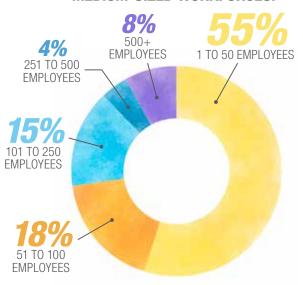
As a North American employment industry leader, Express Employment Professionals serves more than 83,000 clients each year by providing strategic staffing solutions across a wide variety of business segments, including Light Industrial, Office Services, Skilled Trades, and Professional.

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.

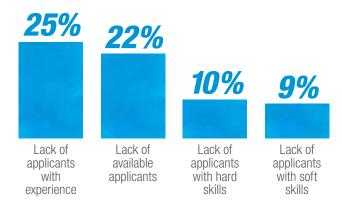
INSIGHT: The competition to attract and retain the best talent continues in 2020.

MAJORITY REPRESENT SMALL- TO MEDIUM-SIZED WORKFORCES:

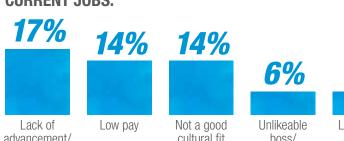


Recruiting and retaining top talent today requires a more strategic approach than ever before. Skilled, experienced workers hold all the cards and businesses must be willing to meet or exceed what the competition is offering to not only attract the best employees, but also keep them. In fact, according 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:



THE TOP REASONS EMPLOYEES LEAVE THEIR **CURRENT JOBS:**



advancement/ opportunity

cultural fit

boss/ management 6%

Long hours

ONLY 16% OF RESPONDENTS SAID THEY HAVE ALL THEIR POSITIONS FILLED.

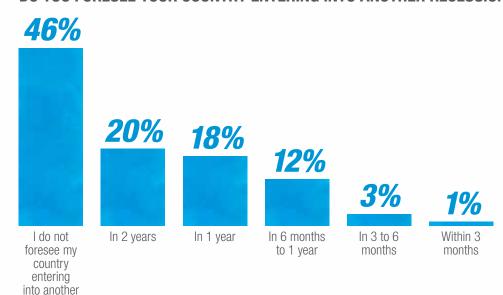
Bridging the Gap: According to research <u>conducted by</u> Harris Poll on behalf of Express, 3 in 4 Baby Boomers said they would like to "semi-retire" with flexible schedules. Are businesses overlooking the opportunity to utilize this generation to not only bridge the gaps in their workforce, but also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

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.

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

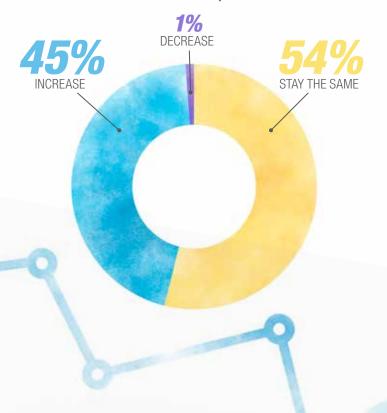
Eighty-six per cent (86%) of survey respondents said their employment markets are either "trending up" (42%) or "staying the same" (44%) going into 2020. Only 13% forecast a downward trend in employment activity. Additionally, most survey respondents remain generally optimistic about the strength of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

DO YOU FORESEE YOUR COUNTRY ENTERING INTO ANOTHER RECESSION?



OVER THE NEXT SIX MONTHS, WAGES WILL

recession

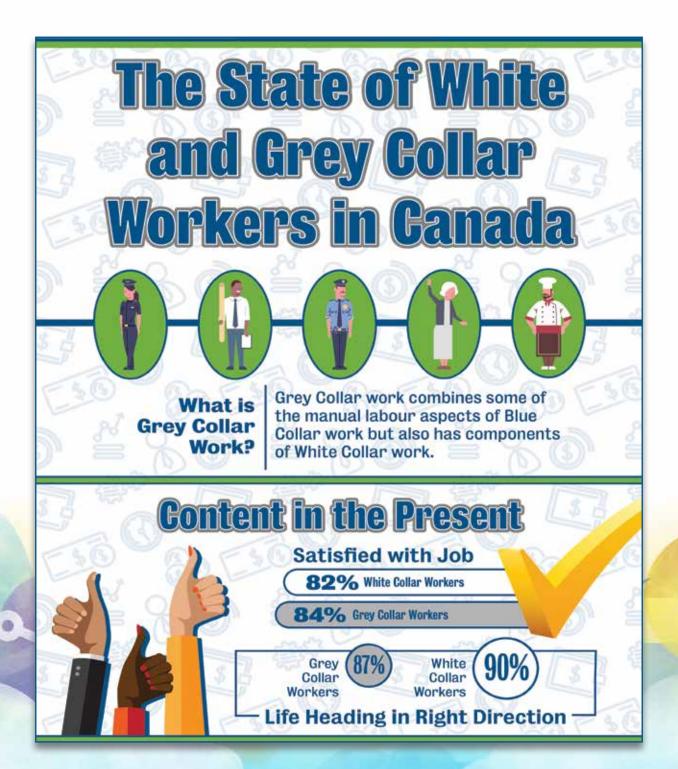


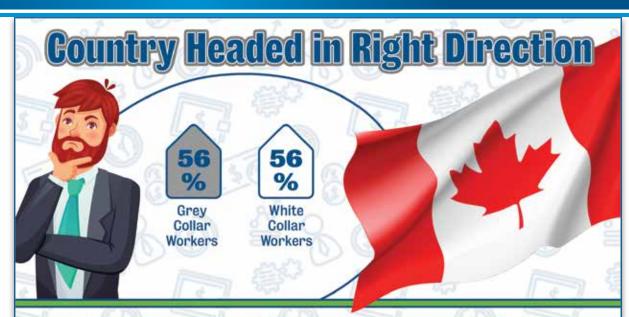
ONLY 1% OF RESPONDENTS EXPECT WAGES TO DECREASE OVER THE NEXT SIX MONTHS.

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





ExpressPros.com

Source: The survey was conducted online within Canada by The Harris Poll on behalf of Express Employment Professionals between June 18 and July 8, 2019 among 500 Canadian 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

CATEGORY	JOB TITLE	LABOUR	25 th PCT.	MEDIAN	75 th PCT.
CATEGURY	JUB IIILE	CODE	W	I <i>I</i> age per hou	l ID
			V	AUE PEN HUU	n
ATTENDENT			****	4.2.2	
	Service Station Attendants	6621	\$11.32	\$12.68	\$13.46
	Dry Cleaning, Laundry, and Related Occupations	6741	\$13.10	\$15.34	\$18.47
	Operators and Attendants in Amusement, Recreation, and Sport	6722	\$12.18	\$13.41	\$16.29
GENERAL LABOUR					
	General Farm Workers	8431	\$13.92	\$16.75	\$20.60
	Maintenance and Equipment Operation Trades	73	\$22.41	\$28.91	\$35.37
	Supervisors, Processing, and Manufacturing Occupations	921	\$20.42	\$27.47	\$36.37
	Material Handlers	7452	\$14.44	\$17.56	\$22.52
	Store Shelf Stockers, Clerks, and Order Fillers	6622	\$11.81	\$13.25	\$15.41
	Butchers, Meat Cutters, and Fishmongers - Retail and Wholesale	6331	\$12.32	\$14.98	\$17.96
	Utilities Equipment Operators and Controllers	924	\$25.78	\$33.30	\$42.84
	Industrial Painters, Coaters, and Metal Finishing Process Operators	9536	\$18.28	\$21.86	\$27.92
HOSPITALITY					
	Food Counter Attendants, Kitchen Helpers, and Related Support Occupations	671	\$11.56	\$12.69	\$14.17
	Maîtres d'Hôtel and Hosts/Hostesses	6511	\$12.21	\$13.91	\$17.84
	Bartenders	6512	\$12.63	\$15.05	\$19.85
	Food and Beverage Servers	6513	\$12.11	\$14.39	\$17.63
	Home Support Workers, Housekeepers, and Related Occupations	4412	\$14.57	\$16.97	\$19.85
JANITORIAL					
	Specialized Cleaners	6732	\$13.09	\$15.20	\$18.82
	Janitors, Caretakers, and Building Superintendents	6733	\$14.30	\$18.54	\$22.37

LIGHT INDUSTRIAL Continued

CATEGORY	JOB TITLE	LABOUR 25 th	25 th PCT.	MEDIAN	75 th PCT.
		OODL	V	R	
	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 th PCT.	MEDIAN	75 th PCT.
		CODE	WAGE PER HOUR		
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 SERVI	CE				
	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			*****	ų i ži	Ţ 10110
	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 RESOURC					
	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

CATEGORY	JOB TITLE	LABOUR CODE	25 th PCT.	MEDIAN	75 th PCT.
			V	VAGE PER HOL	JR
AUTOMOTIVE				·	,
	Automotive Service Technicians, Truck, and Bus Mechanics and Mechanical Repairs	7321	\$19.08	\$24.93	\$30.92
	Motorcycle, All-Terrain Vehicle, and Other Related Mechanics	7334	\$20.36	\$24.92	\$33.73
CONSTRUCTION					
	Landscaping and Grounds Maintenance Labourers	8612	\$14.11	\$16.34	\$20.57
	Carpenters	7271	\$20.56	\$26.00	\$31.72
	Construction Managers	0711	\$30.03	\$39.73	\$50.13
	Construction Trades Helpers and Labourers	7611	\$16.40	\$20.30	\$27.03
	Concrete Finishers	7282	\$22.03	\$27.32	\$31.50
	Masonry and Plastering Trades	728	\$21.62	\$28.48	\$33.79
	Trades Helpers, Construction Labourers, and Related Occupations	76	\$16.56	\$20.55	\$26.78
	Plumbers, Pipefitters, and Gas Fitters	725	\$23.93	\$31.81	\$37.46
	Mine Labourers	8614	\$19.13	\$24.59	\$32.62
	Plasterers, Drywall Installers and Finishers and Lathers	7284	\$20.67	\$27.21	\$32.98
	Public Works Maintenance Equipment Operators and Related Workers	7522	\$21.03	\$24.00	\$27.96
	Sheet Metal Workers	7233	\$23.84	\$31.14	\$38.22
	Other Installers, Repairers, and Servicers	744	\$17.90	\$22.38	\$27.36
	Engineering Inspectors and Regulatory Officers	2262	\$27.79	\$35.58	\$44.78
FABRICATION					
	Assemblers, Fabricators, and Inspectors, Industrial Electrical Motors and Transformers	9525	\$16.07	\$18.90	\$22.67
	Welders and Related Machine Operators	7237	\$21.40	\$25.46	\$30.70
	Machining Tool Operators	9417	\$19.20	\$23.24	\$26.74
	Structural Metal and Platework Fabrication and Fitters	7235	\$19.65	\$26.92	\$34.01
	Machinists and Machining and Tooling Inspectors	7231	\$21.05	\$26.37	\$30.79
	Machining, Metal Forming, Shaping, and Erecting Trades	723	\$22.06	\$27.41	\$32.80
LOGISTICS/TRANS	SPORT				
	Dispatchers	1525	\$17.55	\$23.23	\$30.59
	Production Logistics Co-ordinators	1523	\$19.50	\$24.69	\$33.05
	Supervisors, Mail, and Message Distribution Occupations	1214	\$21.26	\$25.06	\$30.58

SKILLED TRADES Continued

CATEGORY	JOB TITLE	LABOUR CODE	25 th PCT.	MEDIAN	75 th PCT.	
					PER HOUR	
	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

CATEGORY	JOB TITLE	LABOUR CODE	25 th PCT.	MEDIAN	75 th PCT.
		30 52	V	VAGE PER HOL	IR .
ACCOUNTING AND	FINANCE				
	Accounting and Related Clerks	1431	\$17.76	\$21.21	\$25.32
	Auditors, Accountants, and Investment Professionals	111	\$25.25	\$33.10	\$44.96
	Collectors	1435	\$17.19	\$22.48	\$28.58
	Financial Managers	0111	\$34.45	\$46.39	\$57.27
	Assessors, Valuators, and Appraisers	1314	\$23.62	\$30.10	\$35.65
	Accounting Technicians and Bookkeepers	1311	\$18.07	\$22.57	\$28.11
	Financial Auditors and Accountants	1111	\$25.37	\$33.82	\$45.50
	Other Financial Officers	1114	\$24.23	\$31.81	\$43.58
	Economists and Economic Policy Researchers and Analysts	4162	\$35.30	\$44.46	\$53.81
	Financial and Investment Analysts	1112	\$26.87	\$33.70	\$44.45
	Statistical Officers and Related Research Support Occupations	1254	\$22.61	\$25.91	\$30.18
	Banking, Credit, and Other Investment Managers	0122	\$35.13	\$44.82	\$54.51
ENGINEERING					
	Drafting Technologists and Technicians	2253	\$22.24	\$26.93	\$34.93
	Aerospace Engineers	2146	\$29.68	\$35.47	\$57.01
	Civil Engineers	2131	\$30.65	\$39.52	\$49.29
	Electrical and Electronics Engineers	2133	\$34.88	\$42.68	\$53.56
	Industrial Engineering and Manufacturing Technologists and Technicians	2233	\$19.46	\$25.89	\$31.95
	Managers in Engineering, Architecture, Science, and Information Systems	021	\$39.60	\$50.33	\$62.45
	Mechanical Engineers	2132	\$31.55	\$40.35	\$50.10
	Petroleum Engineers	2145	\$42.18	\$56.48	\$71.79
	Industrial and Manufacturing Engineers	2141	\$27.88	\$35.76	\$46.41
	Land Survey Technologists and Technicians	2254	\$21.96	\$27.50	\$35.21
	Chemical Engineers	2134	\$31.32	\$40.32	\$53.92
	Other Professional Engineers	2148	\$30.03	\$38.92	\$51.53
HUMAN RESOURCE	,	2140	φ30.03	φ30.32	φυιίου
HOWAN NESCONO	Human Resources Managers	0112	\$34.87	\$44.98	\$57.33
	Human Resources Professionals	1121	\$26.79	\$35.86	\$46.66
	Other Instructors	4216	\$14.12	\$17.21	\$24.16
	Payroll Administrators	1432	\$20.22	\$25.16	\$29.48

PROFESSIONAL Continued

CATEGORY	JOB TITLE	LABOUR CODE	25 th PCT.	MEDIAN	75 th PCT.
		CODE	V	/AGE PER HOU	R
INFORMATION TEC	CHNOLOGY				
	Database Analysts and Data Administrators	2172	\$24.26	\$34.07	\$42.47
	Software Engineers and Designers	2173	\$34.59	\$44.05	\$55.76
	Computer Network Technicians	2281	\$24.70	\$32.13	\$38.40
	Computer Programmers and Interactive Media Developers	2174	\$27.34	\$35.85	\$45.04
	Technical Occupations in Computer and Information Systems	228	\$22.28	\$29.83	\$37.87
	Web Designers and Developers	2175	\$23.17	\$29.80	\$35.93
	Computer and Information Systems Managers	0213	\$39.21	\$49.95	\$62.10
	User Support Technicians	2282	\$21.08	\$28.46	\$38.06
	Computer and Information Systems Professionals	217	\$28.54	\$37.28	\$46.50
LEGAL					
	Lawyers	4112	\$30.18	\$44.68	\$60.60
	Paralegal and Related Occupations	4211	\$21.30	\$28.28	\$35.86
	Legal Administrative Assistants	1242	\$18.15	\$22.68	\$28.10
MARKETING, ADV	ERTISING, AND CREATIVE				
	Advertising, Marketing, and Public Relations Managers	0124	\$29.00	\$39.87	\$51.37
	Graphic Designers and Illustrators	5241	\$18.83	\$24.28	\$32.06
	Managers in Art, Culture, Recreation, and Sport	051	\$24.97	\$31.20	\$43.38
	Senior Managers - Financial, Communications, and Other Business Services	0013	\$35.60	\$53.31	\$70.80



EMPLOYER RESOURCES AVAILABLE FROM EXPRESS

Training and Development Programs

Express 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 <u>Engage to Retain</u> 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



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 <u>local Express office</u> 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.



Respecting People. Impacting Business.™











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









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