

2020

COMPENSATION REPORT

Brought to you by

Express[®]
EMPLOYMENT PROFESSIONALS

SPECIALIZED RECRUITING GROUP

Your source for insight into current workforce compensation trends and analysis.

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WE'RE IN A NEW NORMAL...

For the first time in many years, we've experienced an extended period where there are more jobs available than there are skilled workers to fill them. And, all signs point toward this trend continuing in 2020, at least in the near-term.

Although more available jobs than workers is generally a good problem economically speaking, for businesses, it creates some major hurdles to overcome, specifically, recruiting and retaining top talent will continue to be a significant challenge for the foreseeable future.

In a strong employment market that favors 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. 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 employers.

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 traditional health and medical 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 others competing for the same talent pool.

INVESTMENT IN TRAINING AND DEVELOPMENT

Employees want to know their career is on an upward trajectory within the company, so showing a 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, the Specialized Recruiting Group serves clients by providing strategic staffing solutions across a wide variety of business segments.



BILL STOLLER
CEO and Co-Founder
of Express Employment
Professionals

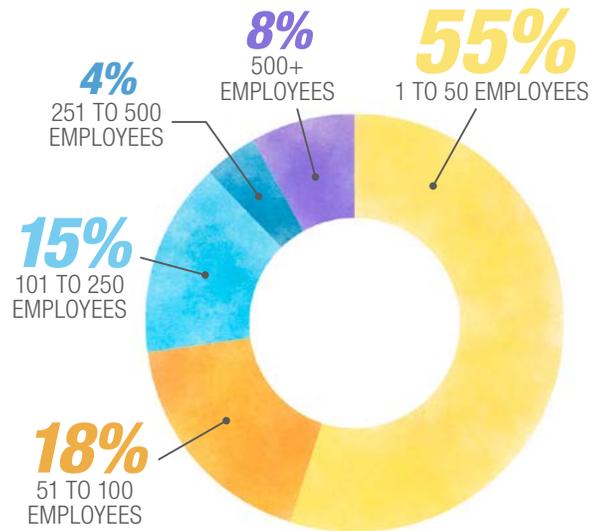
JOB INSIGHTS FOR 2020

To provide accurate and timely employment forecasts for business leaders, Express conducts an ongoing Job Insights survey to track hiring trends across a wide range of industries. Business owners, decision makers, and human resource professionals were surveyed 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.

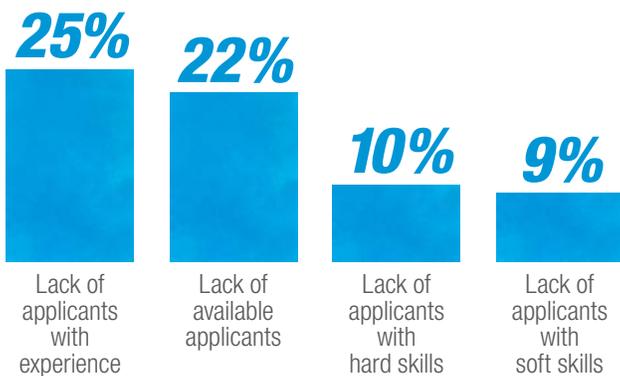
INSIGHT: The competition to attract and retain the best talent continues in 2020.

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.

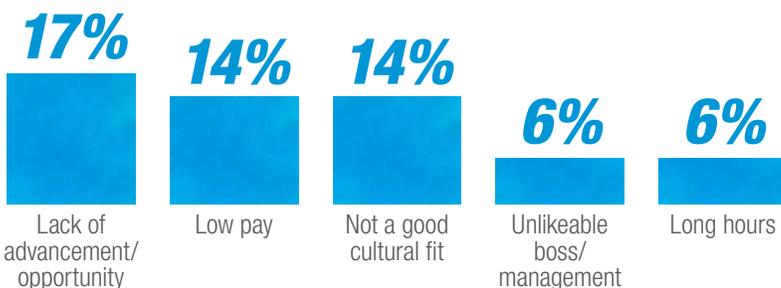
MAJORITY REPRESENT SMALL- TO MEDIUM-SIZED WORKFORCES:



TOP REASONS OPEN JOBS ARE NOT FILLED:



THE TOP REASONS EMPLOYEES LEAVE THEIR CURRENT JOBS:



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

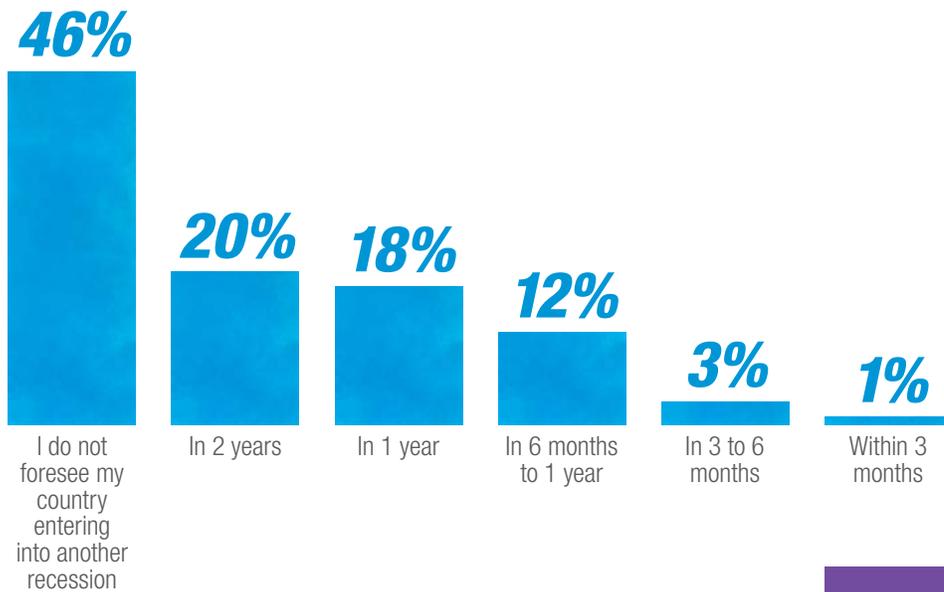
Bridging the Gap: According to research [conducted by Harris Poll on behalf of Express](#), 7 in 10 Baby Boomers said they would like to “semi-retire” with flexible schedules. Are businesses overlooking the opportunity to utilize this generation—to not only bridge the gaps in their workforce, but also 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% more likely to job hop, respectively.

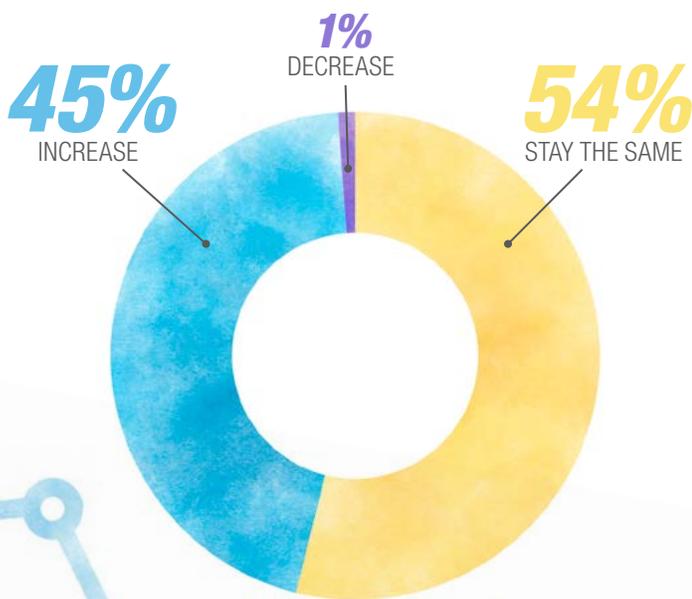
INSIGHT: Businesses remain overall optimistic for the economy going into 2020.

Eighty-six percent (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



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 labor aspects of blue-collar jobs with managerial, administrative, and educational requirements of white-collar jobs.

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

White, Grey, and Blue Collar Workers

Haunted by Past, Worried About Future, Content with Present

What is Grey Collar Work? Grey Collar work combines some of the manual labor aspects of Blue Collar work but also has components of White Collar work.

College: Was it Worth it?

79%	Grey Collar Workers
70%	White Collar Workers

1 in 3 college graduates have too much student loan debt

7 to 8 Years avg. time to pay off debt

The infographic features five circular icons representing different professions: a police officer, a construction worker, a police officer, a woman in a dress, and a chef. It also includes a large red question mark, a stack of money, and a calendar icon.

Content in the Present

Satisfied with Jobs

88% Grey Collar Workers

86% Blue and White Collar Workers

Blue Collar Workers

80%

Grey Collar Workers

77%

White Collar Workers

81%

Job Provides a Good Living



Retirement: Saving for the Future



73%

Blue Collar Workers

62%

Grey Collar Workers

59%

White Collar Workers

Worried about saving for retirement

Currently setting aside money for retirement

Grey Collar Workers

53%

Blue Collar Workers

42%

White Collar Workers

58%



Hopeful for Their Profession



of workers see a good career path in their profession

High Demand for Job in Future:

45%

Grey Collar Workers

32%

Blue Collar Workers

31%

White 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 new white paper: [Between Blue and White: The Grey Collar Workforce](#).

2020 COMPENSATION REPORT

The following data represents national averages. 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, labor market data and analytics research company. More information about Emsi and their research methodology is available at EconomicModeling.com.

CATEGORY	JOB TITLE	LABOR CODE	25 th PCT.	50 th PCT.	75 th PCT.	90 th PCT.
ACCOUNTING AND FINANCE						
	Accountants and Auditors - Accrual	13-2011	\$58,008	\$70,008	\$90,040	\$125,048
	Accountants and Auditors	13-2011	\$54,246	\$69,347	\$91,770	\$122,221
	Bill and Account Collectors	43-3011	\$28,600	\$35,339	\$44,138	\$55,016
	Financial Manager	11-3031	\$89,669	\$125,091	\$173,930	\$272,633
	Cost Estimator	13-1051	\$48,714	\$63,107	\$82,326	\$106,018
	Bookkeeping, Accounting, and Auditing Clerks	43-3031	\$31,408	\$39,250	\$49,358	\$60,674
	Accountants and Auditors - Receivables and Accounts Payable	13-2011	\$52,024	\$65,016	\$83,256	\$110,008
	Tax Preparers	13-2082	\$25,792	\$38,730	\$60,070	\$81,744
	Operations Research Analysts	15-2031	\$59,779	\$81,390	\$107,723	\$134,472
	Financial Analyst	13-2051	\$64,397	\$84,302	\$114,982	\$165,568
	Statisticians	15-2041	\$64,230	\$84,053	\$108,493	\$133,723
	Payroll and Timekeeping Clerks	43-3051	\$35,152	\$43,888	\$53,352	\$63,190
	Loan Officers	13-2072	\$45,656	\$64,667	\$94,162	\$135,595
	Loan Officers - Underwriting	13-2072	\$50,008	\$65,016	\$90,040	\$135,032
ENGINEERING						
	Drafters, Engineering Technicians, and Mapping Technicians	17-3000	\$42,645	\$55,757	\$70,965	\$87,123
	Aerospace Engineer	17-2011	\$88,234	\$113,027	\$140,421	\$162,115
	Civil Engineer	17-2051	\$66,269	\$84,760	\$109,928	\$138,112
	Electrical Engineer	17-2071	\$74,402	\$95,056	\$121,056	\$150,342
	Engineering Technicians, Except Drafters	17-3020	\$44,291	\$58,071	\$73,420	\$89,804
	Architectural and Engineering Managers	11-9041	\$110,323	\$137,717	\$169,624	\$241,617
	Mechanical Engineers	17-2141	\$68,266	\$85,883	\$108,576	\$133,890
	Petroleum Engineer	17-2171	\$99,902	\$132,288	\$190,590	\$237,651
	Industrial Engineer	17-2112	\$68,557	\$85,883	\$106,974	\$130,936
	Surveyor and Mapping Technicians	17-3031	\$33,592	\$43,347	\$56,992	\$71,427
	Engineers - Manufacturing	17-2199	\$72,048	\$90,032	\$118,576	\$160,112
	Engineers - Project Management	17-2199	\$85,040	\$114,416	\$137,328	\$166,512

CATEGORY	JOB TITLE	LABOR CODE	25 th PCT.	50 th PCT.	75 th PCT.	90 th PCT.
HUMAN RESOURCES						
	Chief Executives - Human Resource	11-1011	\$108,024	\$160,120	\$225,016	\$300,024
	Human Resource Managers	11-3121	\$83,242	\$110,115	\$149,323	\$197,725
	Human Resource Specialists	13-1071	\$45,906	\$60,341	\$79,851	\$103,584
	Training and Development Specialists	13-1151	\$44,138	\$60,362	\$80,392	\$102,336
	Compensation, Benefits, and Job Analysis Specialists	13-1141	\$48,485	\$62,691	\$80,080	\$101,795
	Payroll and Timekeeping Clerks	43-3051	\$35,152	\$43,888	\$53,352	\$63,190
INFORMATION TECHNOLOGY						
	Database Administrator	15-1141	\$63,856	\$87,027	\$112,694	\$132,413
	Software Developers, Systems Software - .NET Framework	15-1133	\$85,048	\$108,024	\$140,408	\$187,256
	Software Developers, Applications - C++	15-1132	\$81,144	\$104,056	\$129,016	\$162,296
	Software Developers and Programmers	15-1130	\$73,078	\$97,671	\$125,840	\$155,282
	Software Developers, Applications - Java	15-1132	\$85,048	\$114,424	\$135,288	\$166,520
	Web Developers	15-1134	\$49,379	\$67,995	\$93,662	\$122,325
	Computer and information Systems Manager	11-3021	\$107,744	\$139,214	\$175,885	\$284,406
	Computer User Support Specialist	15-1151	\$38,688	\$50,211	\$64,584	\$82,909
	Computer Occupations – All Other Computer Systems	15-1199	\$35,512	\$52,024	\$65,016	\$87,544
	Software Developer, Systems Software - SQL	15-1133	\$85,048	\$109,496	\$135,288	\$166,520
LEGAL						
	Lawyer	23-1011	\$78,125	\$119,246	\$178,485	\$274,889
	Paralegals and Legal Assistants	23-2011	\$38,626	\$50,419	\$64,688	\$81,182
	Legal Secretaries	43-6012	\$33,800	\$44,741	\$60,403	\$76,502
	Court Reporters	23-2091	\$37,294	\$55,120	\$77,771	\$100,277

CATEGORY	JOB TITLE	LABOR CODE	25 th PCT.	50 th PCT.	75 th PCT.	90 th PCT.
MARKETING, ADVERTISING, AND CREATIVE						
	Chief Executive - Marketing	11-1011	\$125,048	\$200,056	\$250,104	\$500,216
	Public Relations Specialist	27-3031	\$43,555	\$59,301	\$80,954	\$112,258
	Advertising and Promotions Manager	11-2011	\$71,698	\$106,142	\$155,771	\$235,300
	Graphic Designer	27-1024	\$36,317	\$48,693	\$64,438	\$83,138
	Art Director	27-1011	\$67,122	\$92,498	\$126,381	\$170,227
	Business Operations Specialists - E-Commerce	13-1199	\$60,024	\$83,000	\$110,008	\$140,024
	Marketing Manager	11-2021	\$94,120	\$132,226	\$180,066	\$276,584
SALES						
	Chief Executive - Sales and Operations Planning	11-1011	\$95,032	\$200,056	\$260,088	\$400,120
	Sales Management	11-2022	\$82,493	\$121,056	\$170,789	\$261,453
	Sales Management - Business Development	11-2022	\$95,032	\$130,040	\$180,088	\$307,960
	Sales Management - Account Management	11-2022	\$90,040	\$125,048	\$175,096	\$275,192
	Sales Management - Call Center	11-2022	\$70,008	\$100,024	\$156,024	\$250,104
	Sales Management - Procurement	11-2022	\$91,568	\$125,040	\$180,080	\$280,048
	Sales Management - Purchasing	11-2022	\$80,048	\$100,016	\$135,024	\$185,072
	Sales Management - Technical Sales	11-2022	\$90,040	\$125,048	\$165,112	\$220,024
	Buyer Purchasing Agent	13-1028	\$47,070	\$62,130	\$81,827	\$103,480
	Meeting, Convention, and Event Planners - Travel Planning	13-1121	\$43,704	\$52,024	\$68,024	\$82,040
	Market Research Analysts and Marketing Specialists	13-1161	\$46,467	\$63,232	\$89,211	\$122,782
	Merchandise Displayers and Window Trimmers	27-1026	\$22,506	\$27,685	\$35,880	\$47,445
	Sales Representative, Services - Medical	41-3099	\$54,992	\$70,000	\$90,032	\$130,032
	Sales Representative, Services - Sales Order	41-3099	\$46,992	\$166,512	\$166,512	\$187,248
	Sales Representative, Services - Business Development	41-3099	\$52,024	\$70,008	\$100,024	\$130,040
	Sales Representative, Services, All Other	41-3099	\$35,235	\$52,499	\$76,856	\$113,298

EMPLOYER RESOURCES

Training and Development Programs

Express has an extensive library of training programs and tools 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 Specialized Recruiting Group 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 *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 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 THE SPECIALIZED RECRUITING GROUP

The Specialized Recruiting Group (SRG) of Express Employment Professionals is uniquely equipped to help you find the highly skilled talent your business needs. The SRG focuses on placing professional-level candidates in a variety of industries, including Accounting and Financial, Engineering and Manufacturing, Sales, Information Technology, Human Resources, Legal, and Marketing, Advertising, and Creative.

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.

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



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