



ADMINISTRATIVE
**SALARY
GUIDE**

2021

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Hiring Trends in the United States

Administrative professionals today are more versatile, more autonomous and more critical to a business's success than ever. And employers wanting to hire the very best of them are facing new challenges.

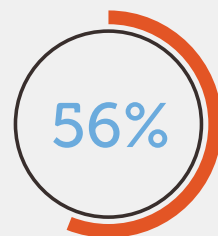
Robert Half, OfficeTeam's parent company, has been reporting on hiring trends and salary forecasts for 70 years. As the world's leading specialized staffing firm, we are an authority on hiring in the administrative profession. This guide covers some of the shifts our recruiters have identified and the starting salaries we expect to see for administrative positions in 2021.

Support staff: a key to business continuity

In a tougher economic environment than organizations have faced in recent years, tech-savvy and versatile administrative professionals are helping businesses stay in business. They are serving as important partners by supporting companies' efforts to run smoothly and maintain staff collaboration when many employees and executives are working remotely due to the COVID-19 pandemic.

For firms that have reopened office locations, administrative professionals are helping create a safer workplace. In many instances, they are responsible for implementing physical distancing best practices and managing a calendar of rotational shifts for on-site employees.

Some office support professionals are also taking on duties not part of their traditional purview as various company departments have become leaner due to staff furloughs and layoffs. In short, support professionals are on the front lines of business continuity efforts.



of professionals worry about being in close proximity to colleagues.

Source: Robert Half survey of more than 1,000 workers in the U.S.

Administrative skills needed in 2021

Proficiency with the Microsoft Office suite and other standard tools is no longer enough in today's workplace. Companies now seek office technology support gurus who can help colleagues master videoconferencing platforms and the latest software, providing particular attention to staff who are working remotely.

Whether teams are spread out geographically or physically distanced in the office, soft skills are being tested like never before. The best administrative professionals know how to get their messages across effectively while minimizing miscommunications that can happen when interactions lack a one-on-one, personal aspect.

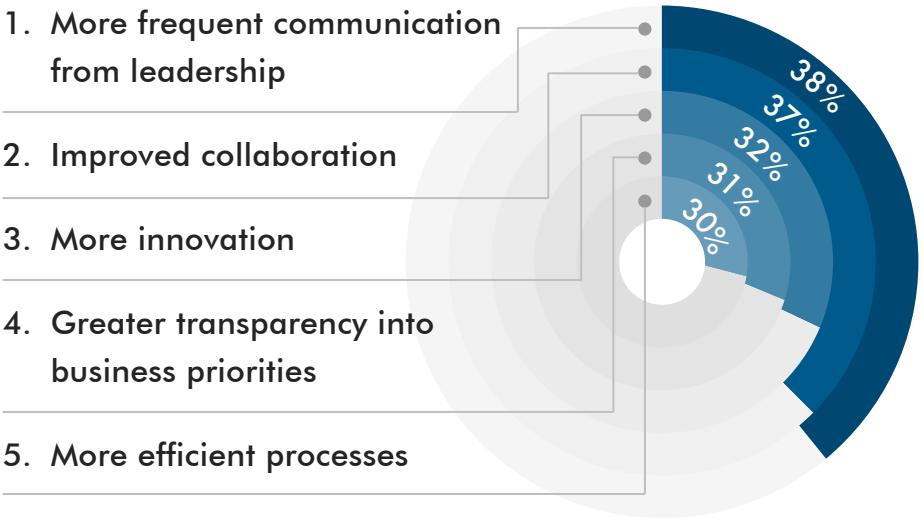


of workers want more freedom to work remotely, even after the pandemic.

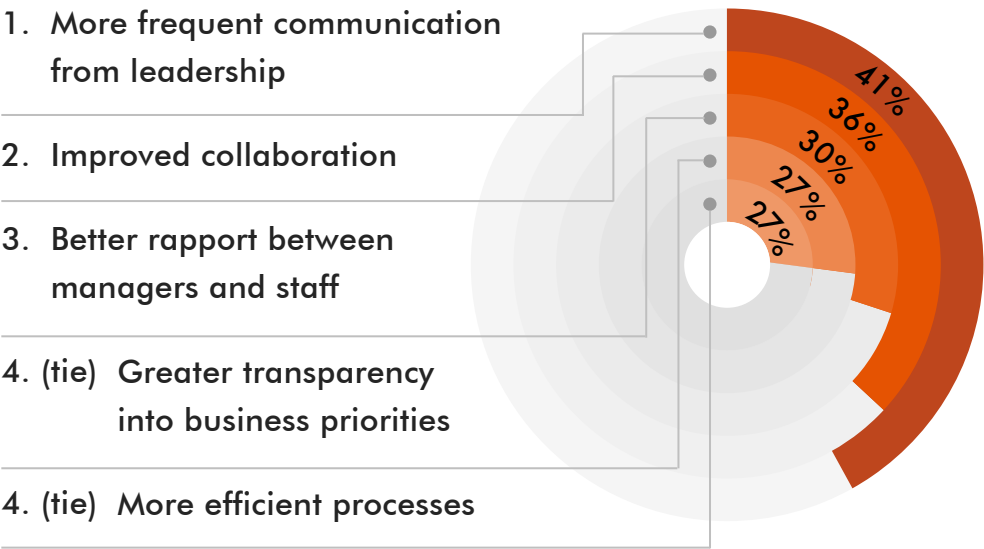
Source: Robert Half survey of more than 1,000 workers in the U.S.

Top 5 Changes Prompted by Working During COVID-19

United States



Canada



Multiple responses were permitted. Top responses are shown.
Source: Robert Half survey of more than 2,800 senior managers in the U.S. and 600 senior managers in Canada

Desired attributes include flexibility and versatility to adapt to changing priorities and work with new technologies. Administrative professionals also need to be self-directed — knowing what should be done, how to do it and when to escalate an issue.

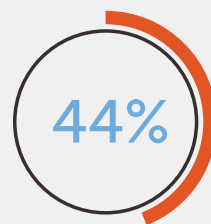
Support for a remote workforce

Administrative duties have long been handled in person: greeting customers, helping onboard new hires and planning events, as well as building staff cohesion and maintaining a positive workplace culture. All those responsibilities remain, but many are now conducted with a virtual twist.

Support staff who have transitioned to working remotely full time have proven to their managers that, with the right tools and supplies, they can handle most administrative responsibilities off-site.

Flexible staffing for greater business resilience

With administrative professionals taking on more responsibilities that support key business initiatives, companies need to help prevent these new tasks from overloading staff. Adopting a flexible staffing model — an easily adjustable mix of full-time and temporary workers, both in-office and remote — can help. This approach lets managers keep day-to-day projects on track, access workers with skills that are underrepresented within teams and identify temporary professionals who have potential for future full-time roles.



of senior managers say maintaining morale has been challenging during the pandemic.

Source: Robert Half survey of more than 2,800 senior managers in the U.S.



In-Demand Tech Skills

- Electronic filing and documentation
- Email marketing
- Google Drive
- Graphic design and presentation software
- Microsoft 365
- Online research
- Social media

Top 3 Hiring Changes Companies Made Because of COVID-19



Conducted remote interviews and onboarding



Shortened the hiring process



Advertised fully remote jobs



Multiple responses were permitted. Top responses are shown.
Source: Robert Half survey of more than 2,400 senior managers in the U.S. and more than 500 senior managers in Canada

Demand for customer support

Customer contact centers for government agencies as well as for companies specializing in education, healthcare, medical insurance and financial services are seeing an uptick in activity. Call centers and other types of businesses have added chatbot systems to answer basic queries, but this is not significantly reducing hiring. Customer service and call center representatives who can quickly understand the needs and motivations of a company’s clients are still essential.

And as the pandemic drives an increase in e-commerce, companies across industries are accelerating their plans to use technology to enhance customer service and outreach, anticipating an even higher demand for these professionals.

Hiring in the healthcare industry

The spread of COVID-19 has dramatically increased the workload of healthcare providers around the world. That has driven demand for skilled administrative staff who support them.

Greater use of telehealth services is prompting growth in administrative hiring for the healthcare field. And demand for medical coders is accelerating due to an increased volume in insurance claims.

Medical billers are also needed because of an uptick in insurance fraud. In addition, there is a push in many states to hire contact-tracing workers with the requisite soft skills to communicate with people who may have been exposed to the coronavirus.



of workers said they want to pursue a more meaningful or fulfilling position.

Source: Robert Half survey of 573 U.S. workers who said they’ve had career reconsiderations due to the COVID-19 pandemic

Why Companies Work With Interim Professionals

Scale the team as needed



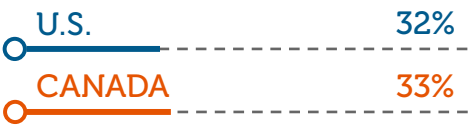
Evaluate for a full-time role



Access specialized skills



Alleviate burden on full-time staff



Add flexibility during changing economic conditions



Access support for special projects



Multiple responses were permitted. Top responses are shown.
Source: Robert Half survey of more than 160 HR managers in the U.S. and more than 100 HR managers in Canada who planned to increase their use of interim professionals

Healthcare administrators continue to employ artificial intelligence (AI) and other technologies to streamline basic scheduling, inquiries and coding. This is driving demand for professionals with strong technical skills as organizations increasingly utilize new tools.

Help with hiring

The economic changes that have created a greater pool of available skilled talent have also brought about new hiring challenges. An attractive job posting that once might have drawn the interest of a couple dozen professionals can now yield a flood of resumes. For already overworked managers, vetting a large number of applicants comes at a high cost: time and energy. For this reason, employers are frequently turning to specialized staffing firms for help.

When freed from handling many hiring details, managers can concentrate on running their business and remaining competitive in a challenging economic environment. Simultaneously, as HR teams build strategic plans for their employees' return to the workplace, OfficeTeam is uniquely positioned to provide flexible staffing solutions that allow HR managers to focus on other relevant initiatives.



of workers are more motivated to work at an organization that values its staff during unpredictable times.

Source: Robert Half survey of 573 U.S. workers who said they've had career reconsiderations due to the COVID-19 pandemic



In-Demand Soft Skills

- Ability to work independently
- Discretion and sound judgment
- Emotional intelligence
- Leadership qualities
- Prioritization and multitasking
- Problem solving
- Public speaking
- Writing and verbal skills

In-Demand Positions (Remote or In-Office)

- Call center representative/manager
- Claims processor
- Customer service representative/manager
- Data entry specialist
- Executive assistant
- Human resources assistant
- Medical executive assistant
- Mortgage assistant
- Patient services specialist
- Receptionist

In-Demand Credentials

- Bachelor's degree
- Certified administrative professional (CAP)
- Certified associate in project management (CAPM)
- Certified professional in learning and performance (CPLP)
- Human resources information systems, such as HRIP or HRCI
- Microsoft Office specialist (MOS)
- Professional in human resources (PHR)
- SHRM* certified professional (SHRM-CP)
- SHRM* senior certified professional (SHRM-SCP)

* Society for Human Resource Management

More than 8 in 10 managers in the U.S. and Canada are concerned about retaining valued employees.



Source: Robert Half survey of more than 2,800 senior managers in the U.S. and 600 senior managers in Canada

Why managers say they are concerned

Employee morale has suffered.

Employees are managing heavy workloads and face burnout.

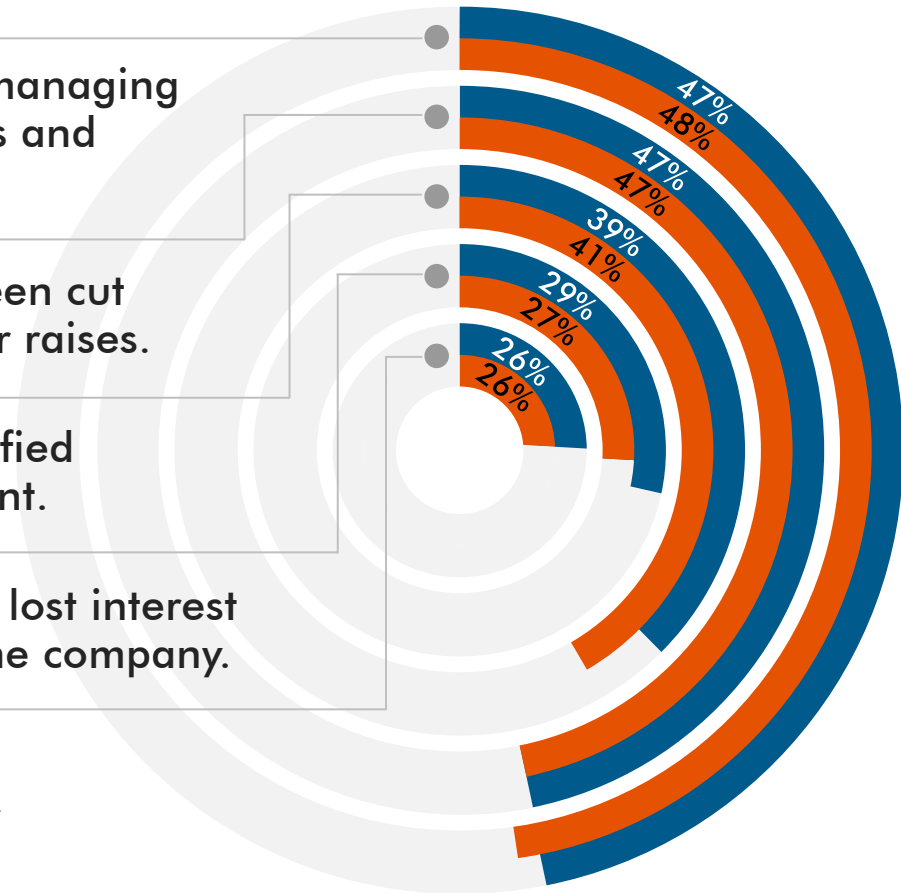
Salaries have been cut with no plans for raises.

Staff are dissatisfied with management.

Employees have lost interest in working for the company.

United States Canada

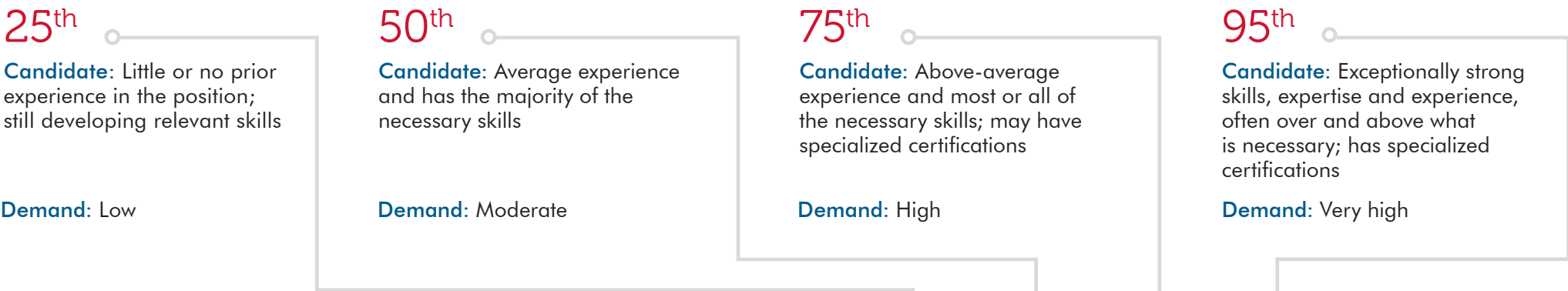
Multiple responses were permitted.
Top responses are shown.



How to Use Our Salary Tables

Starting salaries for the positions listed in this guide do not include bonuses, benefits and other forms of compensation. We break down these pay rates into four percentiles to help you customize salary offers for each role. The percentiles account for differences in a candidate’s level of experience and skills, professional certifications, demand for the role, and the size and complexity of the company that’s hiring.

The 50th percentile represents the midpoint salary. The 95th percentile is typically reserved for candidates who are extremely difficult to find. An OfficeTeam staffing professional can help you determine where a particular role should fall within the salary percentiles stated in the guide.



| | TITLE | 25th | 50th | 75th | 95th |
|----------------|----------------------------|--------|--------|--------|--------|
| Administrative | Senior Executive Assistant | 58,750 | 63,750 | 74,500 | 90,000 |
| | Executive Assistant | 46,000 | 56,000 | 69,500 | 79,750 |

Administrative Salaries

UNITED STATES

| | TITLE | 25th | 50th | 75th | 95th |
|----------------|--------------------------------------|--------|--------|--------|--------|
| Administrative | Senior Executive Assistant | 58,750 | 63,750 | 74,500 | 90,000 |
| | Executive Assistant | 46,000 | 56,000 | 69,500 | 79,750 |
| | Senior Administrative Assistant | 41,500 | 44,500 | 50,750 | 62,500 |
| | Administrative Assistant | 34,750 | 37,250 | 42,750 | 50,000 |
| | Entry-Level Administrative Assistant | 29,250 | 33,750 | 37,250 | 41,000 |
| | Marketing Assistant | 35,500 | 39,000 | 45,250 | 53,250 |
| | Sales Assistant | 33,500 | 36,250 | 42,750 | 47,750 |
| | Specialized Assistant — Legal | 37,250 | 43,250 | 47,250 | 55,500 |
| | Property Management Assistant | 28,250 | 33,250 | 38,250 | 49,250 |
| | Mortgage Assistant | 31,000 | 33,250 | 37,000 | 44,000 |
| | Project Assistant/Coordinator | 31,750 | 38,500 | 41,750 | 43,750 |
| | Purchasing Assistant | 31,000 | 38,000 | 42,750 | 52,000 |
| Management | Office Manager | 44,000 | 46,250 | 53,000 | 69,500 |
| | Facilities Manager | 45,250 | 62,500 | 73,250 | 93,250 |

Administrative Salaries

UNITED STATES

| | TITLE | 25th | 50th | 75th | 95th |
|-----------------|---|--------|--------|--------|--------|
| Office Services | Office/Facilities Coordinator/Assistant | 30,250 | 34,750 | 40,250 | 43,500 |
| | Office Clerk | 26,250 | 27,750 | 30,250 | 36,000 |
| | Mail Assistant/Clerk | 26,250 | 28,000 | 30,000 | 35,250 |
| | File Clerk | 26,500 | 28,250 | 30,250 | 35,250 |
| | Claims Processor | 34,750 | 36,500 | 38,750 | 42,500 |
| | Logistics Clerk | 29,000 | 35,750 | 41,250 | 54,500 |
| | Dispatcher | 29,000 | 33,250 | 35,500 | 43,250 |
| | Document Control Clerk | 27,500 | 32,500 | 37,000 | 42,750 |
| | Proofreader | 41,000 | 46,000 | 53,250 | 63,750 |
| | Presentation Specialist | 46,000 | 51,500 | 59,250 | 69,000 |
| Data Entry | Senior Data Entry Specialist | 32,750 | 35,000 | 39,250 | 45,500 |
| | Data Entry Specialist | 26,750 | 30,000 | 33,500 | 39,250 |
| | Senior Order Entry Specialist | 32,750 | 38,000 | 43,000 | 49,000 |
| | Order Entry Specialist | 27,750 | 30,750 | 34,500 | 38,750 |

Administrative Salaries

UNITED STATES

| | TITLE | 25th | 50th | 75th | 95th |
|----------------------------------|--|--------|--------|--------|--------|
| Reception | Front Desk Coordinator | 26,500 | 29,500 | 33,750 | 39,250 |
| | Receptionist | 26,500 | 30,000 | 32,000 | 35,500 |
| Customer Service/ Call Center | Customer Service Manager | 43,250 | 48,000 | 55,250 | 70,500 |
| | Senior Customer Service Representative | 35,500 | 40,000 | 45,000 | 57,250 |
| | Customer Service Representative | 31,250 | 33,250 | 37,250 | 45,500 |
| | Call Center Manager | 48,250 | 54,000 | 62,250 | 79,750 |
| | Senior Call Center Representative | 37,500 | 42,750 | 48,750 | 61,750 |
| | Call Center Representative | 31,000 | 34,500 | 41,000 | 46,750 |
| Human Resources | HR Benefits Specialist/Coordinator | 43,000 | 48,000 | 56,250 | 69,250 |
| | HR Recruiting Specialist/Coordinator | 39,000 | 44,500 | 51,750 | 64,500 |
| | HR Assistant | 34,000 | 37,500 | 43,500 | 56,000 |
| Administrative Healthcare | Credentialing Specialist | 35,250 | 38,750 | 45,000 | 54,000 |
| | Patient Registration/Intake/Admissions Clerk | 28,250 | 32,000 | 36,500 | 46,500 |
| | Insurance Referral Coordinator | 30,000 | 34,000 | 40,250 | 50,000 |
| | Insurance Verification Clerk | 31,000 | 34,500 | 39,750 | 49,750 |
| | Insurance Authorization Clerk | 32,250 | 36,250 | 41,750 | 53,000 |

Administrative Salaries

UNITED STATES

| | TITLE | 25th | 50th | 75th | 95th |
|---|--|--------|--------|--------|--------|
| Administrative Healthcare (continued) | Medical Scheduler | 28,750 | 32,250 | 37,000 | 47,500 |
| | Medical Front Desk Coordinator | 28,000 | 31,250 | 35,750 | 45,000 |
| | Medical Receptionist | 28,250 | 31,250 | 35,500 | 44,250 |
| | Electronic Medical Records Specialist | 29,500 | 33,250 | 38,500 | 48,750 |
| | Medical Coding Manager | 60,750 | 68,000 | 79,000 | 99,500 |
| | Certified Professional Coder | 47,500 | 53,500 | 61,750 | 78,750 |
| | Medical Data Entry Specialist | 28,250 | 30,750 | 34,500 | 42,750 |
| | Patient Access/Services Representative | 31,750 | 35,250 | 40,750 | 51,750 |
| | Medical Customer Service Representative | 31,250 | 35,000 | 40,250 | 51,500 |
| | Member Services/Enrollment Manager | 51,000 | 57,500 | 66,500 | 83,500 |
| | Member Services Representative/Enrollment Specialist | 31,500 | 35,000 | 40,000 | 50,500 |
| | Provider Relations Specialist | 33,500 | 37,250 | 43,000 | 50,000 |
| | Medical Executive Assistant | 49,250 | 56,000 | 63,750 | 79,250 |
| | Medical Office Administrator | 40,750 | 45,750 | 52,000 | 66,500 |
| | Medical Secretary/Administrative Assistant | 33,250 | 37,000 | 42,500 | 53,000 |



Adjusting Salaries for U.S. Cities

Due to cost of living, the availability of talent and other factors, starting salaries vary by market. We place candidates in cities across the United States, and we use what we learn each year to set regional variances to help guide you in determining pay in your area. Simply increase or decrease the national starting salary by the percentage listed for your city.

Alabama

| | |
|------------------|------|
| Birmingham | -5% |
| Huntsville | -5% |
| Mobile..... | -14% |

Arizona

| | |
|---------------|------|
| Phoenix | +17% |
| Tucson..... | +7% |

Arkansas

| | |
|--------------------|-----|
| Fayetteville | -5% |
| Little Rock | -5% |

California

| | |
|--------------------|------|
| Fresno | -8% |
| Irvine..... | +30% |
| Los Angeles | +32% |
| Monterey | +15% |
| Oakland..... | +34% |
| Ontario | +20% |
| Sacramento | +8% |
| San Diego | +29% |
| San Francisco..... | +41% |
| San Jose..... | +40% |
| San Rafael | +32% |

| | |
|--------------------|------|
| Santa Barbara..... | +27% |
| Santa Rosa | +22% |
| Stockton | -13% |

Colorado

| | |
|---------------------|------|
| Boulder | +19% |
| Colorado Springs... | +0% |
| Denver | +11% |
| Fort Collins..... | +0% |
| Greeley | -11% |
| Loveland..... | -5% |
| Pueblo..... | -15% |

Quick Links

Hiring Trends:
U.S.

Using the Salary
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Hiring Trends:
Canada

Salaries: Canada

Adjusting
Salaries: Canada

Benefits and Perks

Resources

About Us

Connecticut

Hartford +17%
New Haven..... +12%
Stamford..... +31%

Delaware

Wilmington +5%

District of Columbia

Washington..... +33%

Florida

Fort Myers -8%
Jacksonville..... -3.5%
Melbourne -9%
Miami/
Fort Lauderdale.... +6%
Orlando +1%
St. Petersburg -1.5%
Tampa..... +0.5%
West Palm Beach.... +4%

Georgia

Atlanta +6%
Macon -18%
Savannah -13%

Hawaii

Honolulu +7%

Idaho

Boise..... -11%

Illinois

Chicago +24%
Hoffman Estates ... +12%
Naperville..... +12%
Rockford..... -15%

Indiana

Fort Wayne -16%
Indianapolis -3%

Iowa

Cedar Rapids -5%
Davenport -4%
Des Moines..... +2%
Sioux City -16%
Waterloo/
Cedar Falls..... -12%

Kansas

Overland Park..... +1%

Kentucky

Lexington -8.5%
Louisville..... -8%

Louisiana

Baton Rouge -1%
New Orleans -1%

Maine

Portland..... -5%

Maryland

Baltimore..... +3%

Massachusetts

Boston..... +34%
Springfield +1%

Michigan

Ann Arbor..... +1%
Detroit..... +0%
Grand Rapids..... -14%
Kalamazoo -20%
Lansing..... -15%

Minnesota

Bloomington +6.5%

Duluth -20.4%
Minneapolis +7%
Rochester..... +2%
St. Cloud -14%
St. Paul +4%

Missouri

Kansas City..... -0.5%
St. Joseph -10%
St. Louis..... +0.5%

Nebraska

Omaha +0%

Nevada

Las Vegas +2%
Reno +1%

New Hampshire

Manchester..... +12%
Nashua +14%

New Jersey

Mount Laurel..... +15%
Paramus +30%
Princeton +25%
Woodbridge..... +26.5%

Quick Links

Hiring Trends:
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Salaries: U.S.

Hiring Trends:
Canada

Salaries: Canada

Adjusting
Salaries: Canada

Benefits and Perks

Resources

About Us

New Mexico

Albuquerque -8.5%

New York

Albany -4%
Buffalo -6.5%
Long Island +25%
New York..... +40.5%
Rochester..... -6.5%
Syracuse-9.7%

North Carolina

Charlotte +3.5%
Greensboro +0%
Raleigh +4%

Ohio

Akron -11%
Canton -18%
Cincinnati -2.5%
Cleveland -4%
Columbus -2%
Dayton-13%

Toledo-14%
Youngstown -24%

Oklahoma

Oklahoma City -7%
Tulsa -7%

Oregon

Portland..... +11%

Pennsylvania

Harrisburg -5%
Lehigh Valley +0%
Philadelphia +15%
Pittsburgh -2%
Reading -5%

Rhode Island

Providence +1.5%

South Carolina

Charleston -4%
Columbia -6%

Greenville -4%

South Dakota

Sioux Falls.....-16%

Tennessee

Chattanooga -11%
Cool Springs..... +1%
Knoxville -11%
Memphis -4.5%
Nashville +2%

Texas

Austin +9%
Dallas +11%
El Paso -28%
Fort Worth +10%
Houston +9.5%
Midland/Odessa ... +8%
San Antonio +1%

Utah

Salt Lake City +9%

Virginia

Norfolk/
Hampton Roads ..-1.5%
Richmond -1%
Tysons Corner +32%

Washington

Seattle +27%
Spokane -18%

Wisconsin

Appleton.....-15%
Green Bay-13.5%
Madison +1%
Milwaukee +2%
Waukesha..... +1%

Quick Links

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Salaries: U.S.

Hiring Trends:
Canada

Salaries: Canada

Adjusting
Salaries: Canada

Benefits and Perks

Resources

About Us

Instantly Calculate Local Salaries

Tailor the listed salaries in this guide to your particular area. Get a custom pay range for more than 550 cities in just a few clicks with our Salary Calculator.

[See Local Salaries](#)

Quick Links

Hiring Trends:
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Hiring Trends:
Canada

Salaries: Canada

Adjusting
Salaries: Canada

Benefits and Perks

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About Us



Hiring Trends in Canada

As companies adapt to a changed business environment, some employers are bringing back workers who were temporarily laid off and hiring additional administrative professionals for key support roles.

A cautious recovery

Wary of overhiring before revenues sufficiently rebound, some businesses are supplementing their full-time staff with temporary workers. Salaries are likely to remain relatively flat into 2021, although compensation for administrative professionals with in-demand technical skills and industry-specific experience is increasing.

Hot jobs in healthcare

Healthcare jobs are returning faster than those in other industries. Consumers who canceled or postponed routine care and elective procedures due to the COVID-19 pandemic are rescheduling, prompting medical centers and insurance companies to hire for key

administrative positions. As the use of telehealth for physical and mental wellness increases, medical providers are seeking tech-savvy support professionals, including remote customer service representatives. HR specialists are also needed to help hire, onboard and train incoming staff.

The increasing importance of technology

Technology is helping keep firms running smoothly. Communication apps, in particular, are allowing employees and customers to connect remotely. As companies continue to build out their digital infrastructure, administrative professionals are playing important support roles. While IT and business transformation teams are leading the process by identifying needs and devising strategies around new artificial intelligence (AI) or cloud-based tools, it is often support staff who first use them and help colleagues learn and increase their efficiency with them.

What's in Demand

Positions

- Administrative assistant
- Call center/customer service representative
- Data entry specialist
- Executive assistant
- HR benefits coordinator

Technical Skills

- Collaboration software
- Customer relationship management
- Document creation
- Online conferencing
- Social media

Credentials

- Bachelor's degree
- Certified administrative professional (CAP)
- Certified associate in project management (CAPM)
- Certified human resources leader (CHRL)
- Certified human resources professional (CHRP)
- Human resources information systems, such as HRIP or HRCI
- Microsoft Office specialist (MOS)
- Registered professional recruiter (RPR)

Administrative Salaries

CANADA

| | TITLE | 25th | 50th | 75th | 95th |
|----------------|--------------------------------------|--------|--------|--------|--------|
| Administrative | Senior Executive Assistant | 59,500 | 64,750 | 76,250 | 91,000 |
| | Executive Assistant | 50,500 | 57,500 | 66,250 | 76,000 |
| | Senior Administrative Assistant | 47,500 | 53,000 | 60,000 | 72,500 |
| | Administrative Assistant | 36,250 | 41,750 | 47,500 | 57,250 |
| | Entry-Level Administrative Assistant | 32,750 | 36,000 | 41,250 | 52,750 |
| | Marketing Assistant | 36,250 | 39,750 | 48,250 | 60,500 |
| | Sales Assistant | 37,750 | 42,250 | 51,250 | 61,000 |
| | Specialized Assistant — Legal | 37,750 | 41,750 | 49,250 | 62,250 |
| | Property Management Assistant | 34,250 | 38,500 | 43,000 | 51,250 |
| | Mortgage Assistant | 38,000 | 42,000 | 49,250 | 55,000 |
| | Project Assistant/Coordinator | 44,500 | 50,250 | 57,750 | 67,250 |
| | Purchasing Assistant | 42,000 | 47,500 | 55,250 | 60,500 |
| Management | Office Manager | 45,500 | 50,000 | 60,000 | 78,000 |
| | Facilities Manager | 55,500 | 63,250 | 73,000 | 92,500 |

All salaries listed on pages 23-26 are in Canadian dollars.

Administrative Salaries

CANADA

| | TITLE | 25th | 50th | 75th | 95th |
|-----------------|---|--------|--------|--------|--------|
| Office Services | Office/Facilities Coordinator/Assistant | 32,000 | 36,250 | 38,750 | 46,250 |
| | Office Clerk | 31,750 | 33,750 | 37,750 | 43,500 |
| | Mail Assistant/Clerk | 32,000 | 34,000 | 39,750 | 43,500 |
| | File Clerk | 31,750 | 33,750 | 39,000 | 42,250 |
| | Claims Processor | 37,000 | 40,500 | 46,000 | 51,000 |
| | Logistics Clerk | 36,250 | 40,250 | 47,500 | 58,250 |
| | Dispatcher | 37,250 | 40,500 | 47,250 | 53,500 |
| | Document Control Clerk | 32,000 | 39,000 | 45,000 | 56,000 |
| | Proofreader | 49,000 | 55,750 | 63,750 | 68,000 |
| | Presentation Specialist | 47,250 | 53,750 | 60,250 | 70,250 |
| Data Entry | Senior Data Entry Specialist | 35,250 | 38,750 | 45,250 | 51,750 |
| | Data Entry Specialist | 31,750 | 34,750 | 39,500 | 47,750 |
| | Senior Order Entry Specialist | 38,750 | 44,000 | 48,750 | 54,000 |
| | Order Entry Specialist | 33,000 | 40,750 | 45,000 | 48,750 |

Administrative Salaries

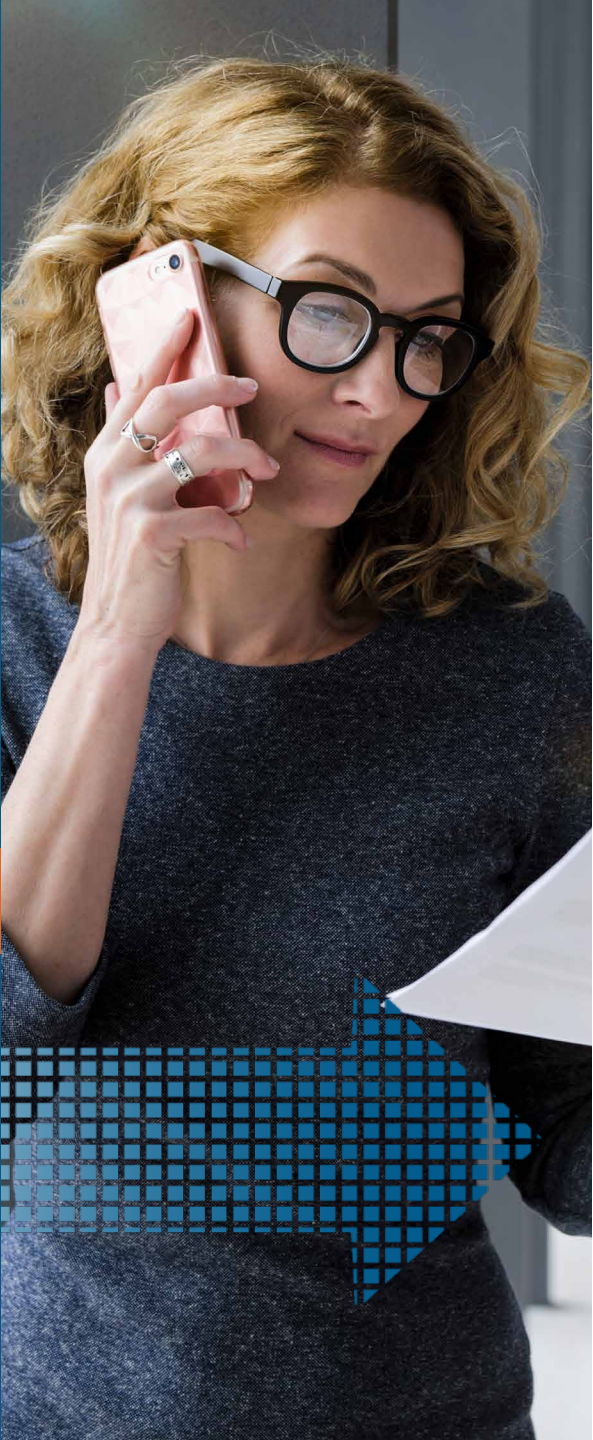
CANADA

| | TITLE | 25th | 50th | 75th | 95th |
|----------------------------------|--|--------|--------|--------|--------|
| Reception | Front Desk Coordinator | 35,500 | 40,000 | 45,750 | 52,000 |
| | Receptionist | 34,000 | 37,250 | 43,250 | 50,500 |
| Customer Service/ Call Center | Customer Service Manager | 55,000 | 60,000 | 79,250 | 94,250 |
| | Senior Customer Service Representative | 42,500 | 47,750 | 52,250 | 62,750 |
| | Customer Service Representative | 32,750 | 36,500 | 39,750 | 49,750 |
| | Call Center Manager | 54,000 | 61,500 | 71,500 | 86,750 |
| | Senior Call Center Representative | 43,750 | 49,250 | 56,750 | 71,500 |
| | Call Center Representative | 35,500 | 40,750 | 45,750 | 51,750 |
| Human Resources | HR Benefits Specialist/Coordinator | 51,500 | 57,750 | 63,500 | 69,000 |
| | HR Recruiting Specialist/Coordinator | 42,250 | 49,750 | 55,500 | 62,500 |
| | HR Assistant | 40,750 | 46,250 | 51,250 | 59,250 |

Administrative Salaries

CANADA

| | TITLE | 25th | 50th | 75th | 95th |
|------------------------------|--|--------|--------|--------|--------|
| Administrative Healthcare | Medical Receptionist | 36,750 | 40,500 | 46,500 | 57,500 |
| | Electronic Medical Records Specialist | 38,500 | 43,750 | 48,500 | 63,250 |
| | Medical Data Entry Specialist | 37,750 | 40,750 | 45,500 | 50,000 |
| | Medical Office Administrator | 38,500 | 45,000 | 51,000 | 69,250 |
| | Medical Secretary/Administrative Assistant | 35,750 | 38,250 | 47,250 | 58,250 |



Adjusting Salaries for Canadian Cities

Due to cost of living, the availability of talent and other factors, starting salaries vary by market. We place candidates in cities across Canada, and we use what we learn each year to set regional variances to help guide you in determining pay in your area. Simply increase or decrease the national starting salary by the percentage listed for your city.

Alberta

Calgary +3.2%
Edmonton +1.5%

British Columbia

Fraser Valley +0.5%
Vancouver +3%
Victoria -1%

Manitoba

Winnipeg -2.5%

Ontario

Kitchener/
Waterloo +0%
Ottawa +0.5%
Toronto +3%

Quebec

Montreal +2%
Quebec City -4%

Saskatchewan

Regina -4%
Saskatoon -3%

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Benefits and Perks

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About Us

The Demand for Skilled Talent

Gain insights to help you attract and keep the best talent, plus learn about labor market data and in-demand positions.

[Get Full Report](#)

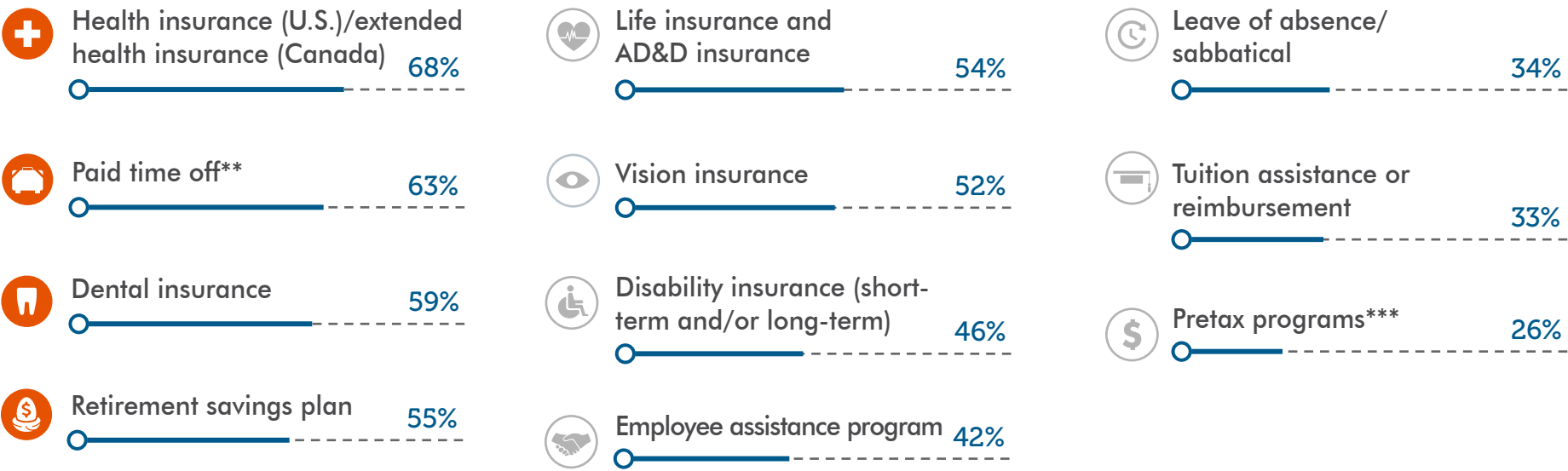


Trends in Benefits and Perks

Benefits and perks can play as significant a role as salary in your ability to attract and retain top talent. See what other firms offer, and what workers want, so you can keep pace.

Health insurance tops workers' benefits wish list*

● Most wanted benefits ■ Percentage of companies offering



Footnotes and survey details are on Page 31.

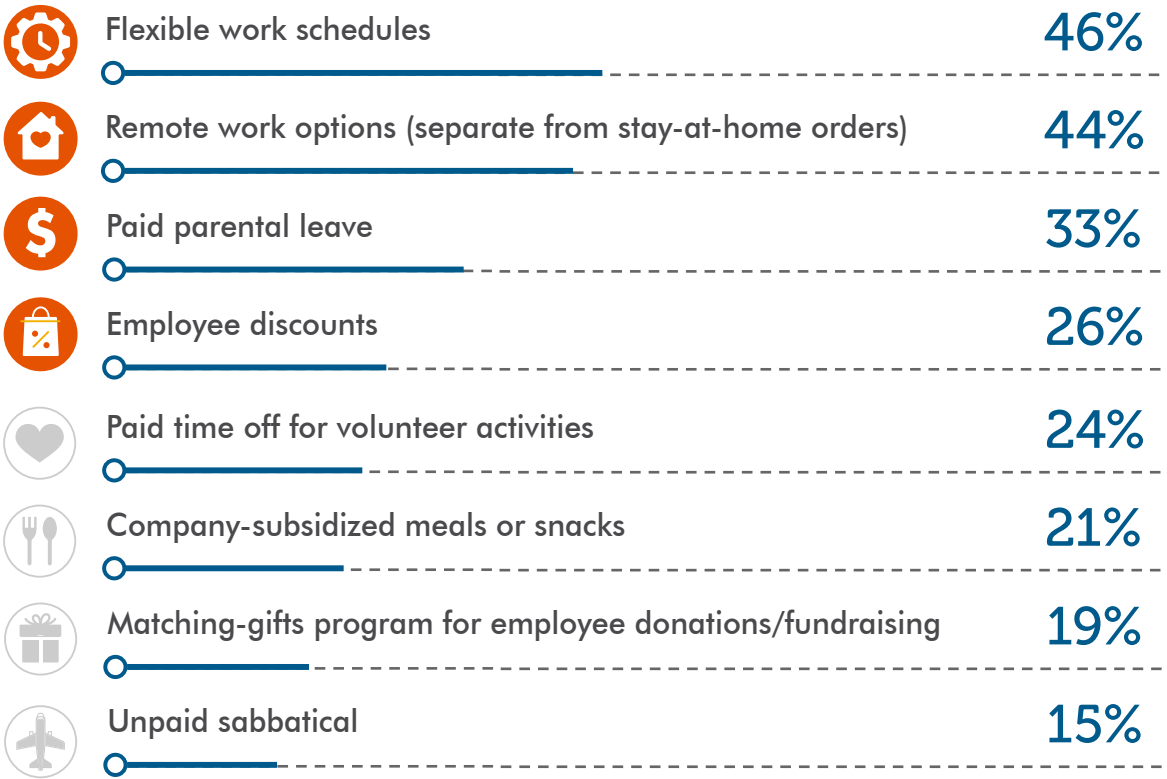
Employees want to work from home more



Average number of days per week employees prefer to work from home after stay-at-home advisories are lifted

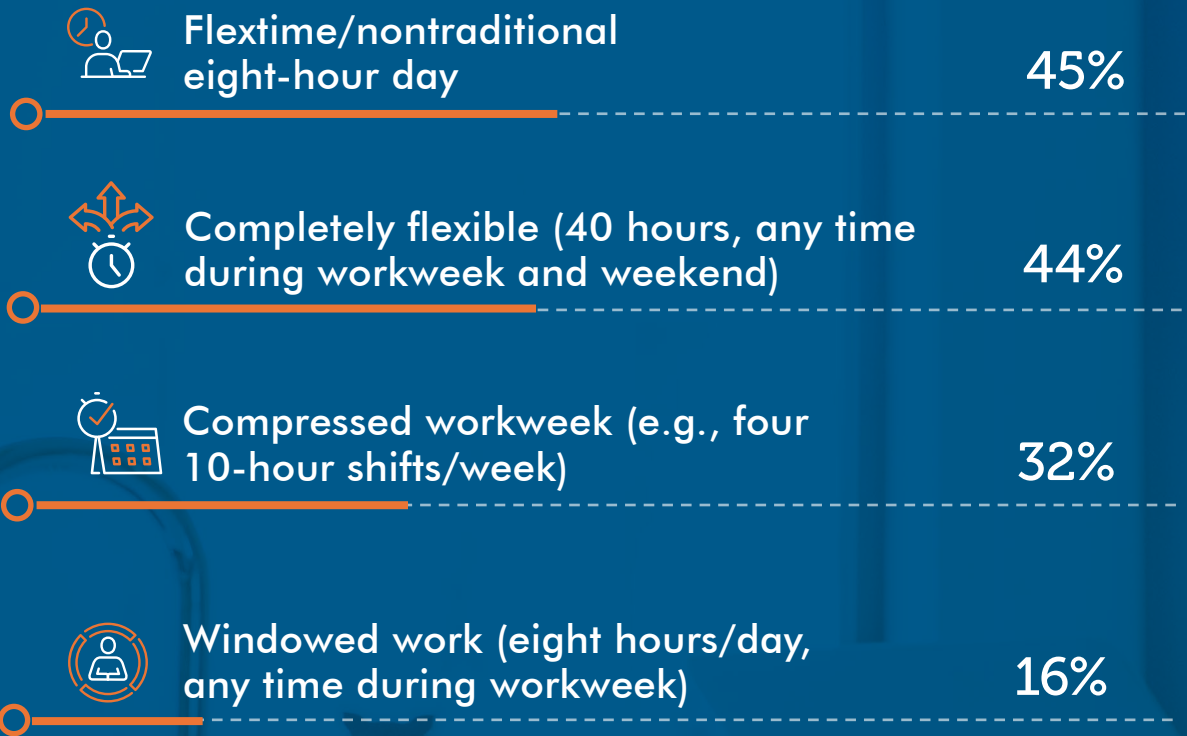
Flexible schedules most valued perk*

● Most wanted perks
■ Percentage of companies offering



Footnotes and survey details are on Page 31.

Employees' preferred flexible work options*



* Multiple responses were permitted. Top responses are shown.
** Paid time off includes vacation, sick days and paid holidays.
*** Examples of pretax programs include commuter benefits, flexible spending accounts and health savings accounts.
Source: Robert Half surveys of 500 HR managers and more than 1,500 workers in the U.S. and Canada

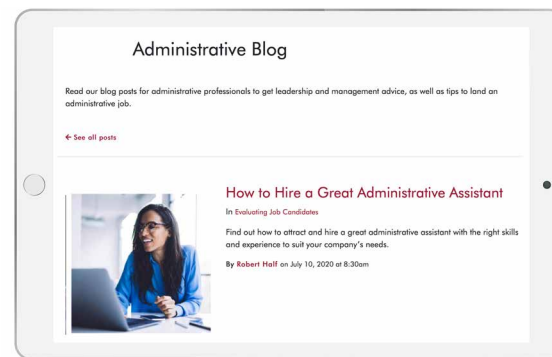
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About OfficeTeam

With 300 locations worldwide, OfficeTeam can provide administrative support for your busy periods, seasonal peaks and special projects. We staff on-site and remote executive assistants, customer service and call center representatives, human resources specialists, medical coders, claims processors, and other office professionals across the United States and Canada.

Our staffing professionals work closely with you to find the right match for your workplace and industry. They blend their experience with state-of-the-art matching technology trained on decades of our exclusive placement data. And we back up our service with a satisfaction guarantee.*

Delivering value to you



Remote staffing options — millions of candidates and the right setup so they can work securely from anywhere



Flexible, cost-effective staffing services that can scale quickly to meet business demands



Your satisfaction guaranteed*

* Contact your local office for more details.



Contact your local office online or at **1.844.776.7614** for personalized assistance in locating top talent for your unique hiring needs.



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