

TIMELY ADMINISTRATIVE  
HIRING TRENDS



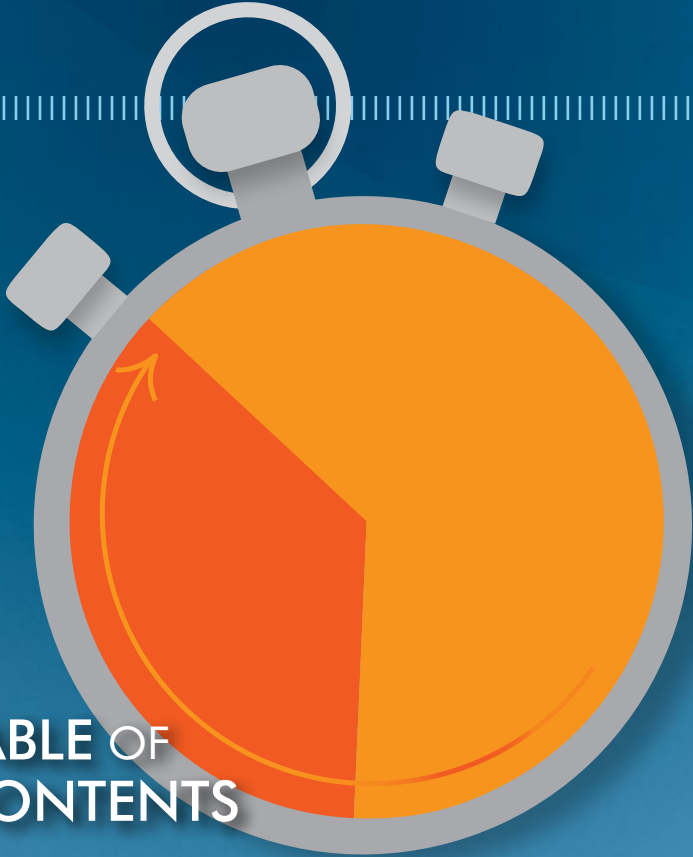
**OFFICETEAM**<sup>®</sup>

Specialized Administrative Staffing

A Robert Half Company

\$27,319  
\$55,429  
\$38,604  
\$42,500  
\$31,712  
\$26,250  
\$66,894  
\$70,156  
\$36,253  
\$44,355  
\$27,319  
\$55,429  
\$38,604  
\$42,500

\$50  
\$66,583  
\$51,580  
\$62,577  
\$44,068  
\$37,255  
\$43,421  
\$40,723  
\$50,750



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## TIMELY ADMINISTRATIVE COMPENSATION AND HIRING TRENDS

Time is always of the essence when hiring, and so is understanding the latest compensation trends.

As the best people see increasing job opportunities, your business needs to ensure your pay remains competitive. But keeping current with compensation trends can be challenging. That's why every year since 1996, OfficeTeam has published a *Salary Guide* to give our clients up-to-date information on starting salaries and new directions in hiring, retention and staff management in the administrative field.

We hope you find the data and tips in our *2013 Salary Guide* useful. For additional compensation and staffing insights, please visit our Salary Center at [officeteam.com/salarycenter](http://officeteam.com/salarycenter).

## TAKING A MOMENT TO UNDERSTAND THE SALARY GUIDE

The *2013 Salary Guide* gives you instant access to the latest salary data and hiring and management trends obtained from the people who understand staffing in the administrative field best. Our information sources include:

- Market observations of OfficeTeam staffing and recruiting professionals who specialize in the administrative field and make thousands of interim and full-time placements each year
- OfficeTeam's comprehensive analysis of current and future hiring trends
- Exclusive workplace research we conduct regularly among senior executives and employees at firms throughout the United States and Canada

Our annual *Salary Guide* includes starting salary ranges for more than 60 administrative positions. The figures in the guide are national averages but can be adjusted for 150 markets across North America using the local variance information found on Pages 9-11 for the United States and Page 15 for Canada.

The salary ranges represent starting compensation only because factors such as seniority and work ethic make ongoing pay difficult to measure. Bonuses, incentives and other forms of compensation, such as benefits and retirement packages, also are not taken into account.

We publish a new guide every year to ensure our data reflect the most recent employment trends. Information from the *Salary Guide* is so well-regarded that the U.S. Department of Labor's Bureau of Labor Statistics has used it when compiling the *Occupational Outlook Handbook*.

Visit the OfficeTeam Salary Center and access our Salary Calculator at [officeteam.com/salarycenter](http://officeteam.com/salarycenter).

According to the United States Department of Labor's Bureau of Labor Statistics, the office and administrative support sector is expected to add more than 2.3 million jobs between 2010 and 2020.

## FINDING THE RIGHT PEOPLE, RIGHT NOW

The hiring outlook for administrative professionals in the United States is generally positive. Employers are not only bringing back administrative roles eliminated during the downturn, but they're also positioning their companies for future growth by creating new ones.

While cautious optimism about business prospects is fueling the uptick in hiring, employers are still selective about which candidates they bring on board. Not surprisingly, experienced and versatile support professionals who can "do it all" are in the greatest demand. Hiring managers seek talented, proven job candidates who will be able to make immediate contributions with minimal training.

Cost control remains a priority. Employers want individuals with evidence of business acumen, including past successes in creating efficiencies and saving their firms money. In addition to industry-specific experience, hiring managers look for Microsoft Office suite proficiency and social media know-how.

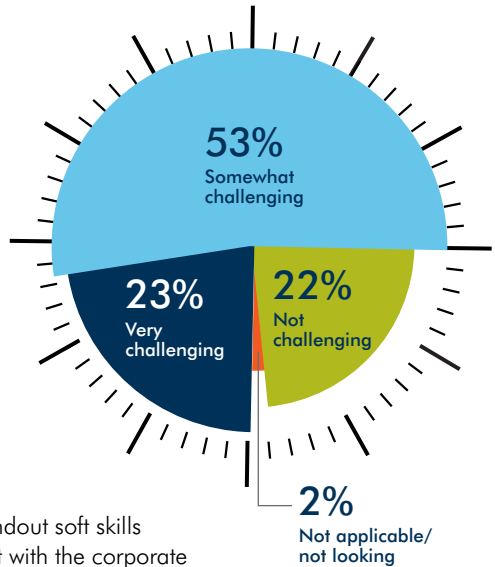
As the visibility of administrative professionals has grown, so has the need for standout soft skills and interpersonal abilities. Being a good fit with the corporate culture is another critical consideration when hiring.

Despite today's large applicant pool, employers report difficulty finding individuals who meet all their requirements. A tightening market for this top talent means that companies with lengthy hiring processes must move more quickly if they're to compete for the best applicants.

Many employers are turning to specialized staffing firms for help in locating both full-time and temporary administrative professionals with the right mix of skills, abilities and qualifications. Companies are increasingly embracing temporary-to-full-time arrangements as a way to evaluate prospective employees before extending full-time employment offers. This approach reduces the risk of costly hiring mistakes by helping both parties determine whether there's a suitable longer-term fit.

\*Source: OfficeTeam survey of 665 human resources managers in the U.S. and Canada

### How challenging is it for your company today to find skilled administrative professionals?\*



## Timely Information on Hiring

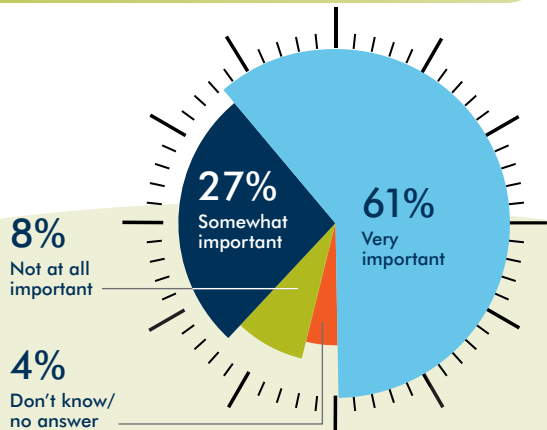


- TOP CANDIDATES GONE IN A FLASH:** According to an OfficeTeam survey, 76 percent of human resources (HR) professionals said it's challenging to find skilled administrative staff today. This means good candidates, especially those with experience in mid- or senior-level roles, are not available for long. Savvy companies are streamlining their hiring processes so they can move quickly once they identify the right person for the job. Meanwhile, firms that fail to realize time is of the essence are losing strong candidates to more nimble competitors.
- EMPLOYERS PERKING UP:** It's not uncommon for outstanding applicants to receive multiple job offers. To recruit (and retain) the best and brightest workers, many employers are re-evaluating the perks they provide. Companies are bringing back or expanding benefits and incentive programs, such as flexible work arrangements, bonuses, increased vacation days, and health and wellness programs.
- HEALTHCARE JOB MARKET REMAINS STRONG:** Hiring in the U.S. healthcare industry has risen sharply in recent years — and that trend is continuing. Healthcare reform legislation, the ongoing transition to electronic medical records and the country's aging population are just a few of the factors driving demand in this sector. Hospitals, physician groups, surgery centers, and the businesses that serve them and their patients are in need of skilled and experienced support professionals.
- TEMPORARY-TO-FULL-TIME ARRANGEMENTS RISING IN POPULARITY:** Time is money. Hiring mistakes can lead to significant losses of both when things don't work out. As a result, more organizations are exploring temporary-to-full-time arrangements. Having the opportunity to directly observe a prospective employee's on-the-job performance and compatibility with the office culture gives managers key insights that can't be obtained from a resume, reference check or interview.

## Hot Skills for Today and Tomorrow

- 🕒 **INITIATIVE AND EXPERIENCE:** Clock-watchers need not apply. Now more than ever, companies look for highly motivated self-starters with strong, relevant skill sets that allow them to make an immediate positive impact and grow with the company.
- 🔧 **TECHNICAL SAVVY:** Employers place a premium on administrative professionals who are adept at using technology, from social media platforms to the latest software applications. Advanced proficiency in Microsoft Office, particularly Word, Outlook, Excel and PowerPoint, remains valuable.
- 👥 **STELLAR SOFT SKILLS:** Adaptable, solutions-oriented team players are sought. A positive attitude is imperative, too. Polished written and verbal communication skills also are essential due to the high level of contact administrative professionals have with clients, customers, vendors and internal staff. Multilingual abilities, particularly Spanish, are a strong plus.
- 🏭 **INDUSTRY-SPECIFIC EXPERTISE:** Learning the ins and outs of an industry — whether it's the financial services, nonprofit or healthcare field — can take a great amount of time and training. Administrative professionals with knowledge of a particular industry's unique nuances, terminology, systems and best practices have an advantage over less-experienced applicants.

How important do you consider a company's corporate culture when evaluating an employment offer?



Source: OfficeTeam survey of 433 U.S. workers

## ADMINISTRATIVE SALARIES • UNITED STATES

POSITION TITLE	2012	2013	% CHANGE
<b>ADMINISTRATIVE</b>			
Senior Executive Assistant*	\$44,250 - \$60,000	\$46,000 - \$62,500	4.1%
Executive Assistant	\$37,750 - \$50,750	\$38,750 - \$53,250	4.0%
Senior Administrative Assistant	\$34,500 - \$43,000	\$35,500 - \$45,000	3.9%
Administrative Assistant	\$27,750 - \$36,750	\$28,500 - \$38,500	3.9%
Entry-Level Administrative Assistant	\$24,750 - \$30,500	\$25,750 - \$31,500	3.6%
Senior Office/Facilities Manager	\$40,750 - \$54,750	\$42,250 - \$57,000	3.9%
Office/Facilities Manager	\$35,000 - \$44,000	\$36,000 - \$46,000	3.8%
Marketing Assistant	\$28,250 - \$37,000	\$29,250 - \$38,500	3.8%
Sales Assistant	\$27,250 - \$36,500	\$28,250 - \$38,000	3.9%
Specialized Assistant - Legal	\$35,000 - \$44,000	\$35,750 - \$45,000	2.2%
Property Management Assistant	\$28,500 - \$36,750	\$29,250 - \$38,250	3.4%
Mortgage Assistant	\$27,000 - \$35,000	\$28,250 - \$36,000	3.6%
Claims Processor	\$26,250 - \$34,250	\$27,250 - \$35,500	3.7%
Research Administrator	\$28,000 - \$35,000	\$29,000 - \$36,250	3.6%
Admissions Assistant	\$26,750 - \$33,500	\$27,750 - \$34,750	3.7%
Project Coordinator	\$31,250 - \$41,000	\$32,250 - \$42,500	3.5%
Project Assistant	\$28,250 - \$37,750	\$29,000 - \$38,750	2.7%
Logistics Coordinator	\$30,000 - \$40,000	\$30,750 - \$41,500	3.2%
Dispatcher	\$27,500 - \$37,000	\$28,250 - \$38,250	3.1%
Purchasing Assistant	\$29,750 - \$37,250	\$30,750 - \$38,500	3.4%
Document Control Clerk	\$25,000 - \$32,250	\$25,750 - \$33,500	3.5%
Proofreader	\$35,000 - \$51,000	\$36,000 - \$52,500	2.9%
Presentation Specialist	\$40,000 - \$53,000	\$42,000 - \$54,500	3.8%
<b>OFFICE SERVICES</b>			
Office/Facilities Coordinator/Assistant	\$26,250 - \$35,500	\$27,000 - \$36,500	2.8%
Office Clerk	\$21,000 - \$27,250	\$22,000 - \$28,000	3.6%
Mail Assistant/Clerk	\$21,000 - \$24,000	\$21,750 - \$24,750	3.3%
File Clerk	\$20,250 - \$24,000	\$21,000 - \$24,750	3.4%
Imaging/Scanning Specialist	\$21,500 - \$26,000	\$22,000 - \$27,250	3.7%
<b>DATA ENTRY</b>			
Senior Data Entry Specialist	\$26,000 - \$31,500	\$27,250 - \$32,250	3.5%
Data Entry Specialist	\$21,250 - \$27,750	\$22,000 - \$28,750	3.6%
Senior Order Entry Specialist	\$26,250 - \$32,250	\$27,250 - \$33,500	3.8%
Order Entry Specialist	\$22,750 - \$29,000	\$23,500 - \$30,000	3.4%
Transcriptionist	\$27,250 - \$34,000	\$28,250 - \$35,000	3.3%
<b>RECEPTION</b>			
Front Desk Coordinator	\$22,000 - \$30,250	\$22,750 - \$31,250	3.3%
Receptionist	\$21,750 - \$29,500	\$22,500 - \$30,500	3.4%

For a glossary of job descriptions, please see Page 19.

POSITION TITLE	2012	2013	% CHANGE
<b>CUSTOMER SERVICE/ CALL CENTER</b>			
Customer Service Manager**	\$37,000 - \$51,500	\$38,750 - \$53,500	4.2%
Senior Customer Service Representative	\$30,500 - \$39,250	\$31,500 - \$41,000	3.9%
Customer Service Representative	\$24,000 - \$32,000	\$25,000 - \$33,000	3.6%
Call Center Manager**	\$37,500 - \$51,000	\$39,000 - \$53,250	4.2%
Senior Call Center Representative	\$29,750 - \$38,250	\$30,750 - \$39,750	3.7%
Call Center Representative	\$23,500 - \$31,500	\$24,250 - \$32,750	3.6%
<b>HUMAN RESOURCES (HR)</b>			
HR Assistant	\$28,000 - \$37,750	\$29,000 - \$39,000	3.4%
HR Recruiting Specialist/Coordinator	\$33,250 - \$44,500	\$34,250 - \$46,500	3.9%
HR Benefits Specialist/Coordinator	\$34,750 - \$47,000	\$36,000 - \$49,000	4.0%
<b>ADMINISTRATIVE HEALTHCARE</b>			
Patient Registration/Admissions Clerk/ Enrollment Specialist	\$26,000 - \$34,000	\$26,750 - \$34,750	2.5%
Insurance Referral Coordinator	\$27,750 - \$35,750	\$28,750 - \$36,750	3.1%
Insurance Verification Clerk	\$27,250 - \$35,000	\$28,000 - \$36,000	2.8%
Medical Office Administrator	\$37,000 - \$53,500	\$38,000 - \$54,750	2.5%
Medical Executive Assistant	\$36,750 - \$49,000	\$37,750 - \$51,250	3.8%
Medical Secretary/Administrative Assistant	\$30,750 - \$38,500	\$31,500 - \$40,000	3.2%
Medical Transcriptionist	\$30,750 - \$38,750	\$31,500 - \$40,000	2.9%
Medical Front Desk Coordinator	\$25,000 - \$31,750	\$25,750 - \$33,000	3.5%
Medical Receptionist	\$23,500 - \$30,250	\$24,250 - \$31,500	3.7%
Electronic Medical Records (EMR) Abstractor/Auditor	\$28,000 - \$36,250	\$28,750 - \$37,500	3.1%
Medical Records Quality Assurance Specialist	\$26,500 - \$34,000	\$27,500 - \$35,250	3.7%
Medical Records Clerk	\$24,500 - \$32,000	\$25,000 - \$33,000	2.7%
Medical Records Scanner	\$22,250 - \$28,250	\$23,000 - \$29,250	3.5%
Medical Data Entry Specialist	\$23,750 - \$30,500	\$24,750 - \$31,500	3.7%
Senior Medical Customer Service Representative	\$30,750 - \$38,250	\$31,750 - \$40,000	4.0%
Medical Customer Service Representative	\$26,000 - \$33,250	\$27,000 - \$34,750	4.2%
Surgery Scheduler	\$28,750 - \$37,750	\$29,750 - \$39,000	3.4%
Credentialing Specialist	\$30,750 - \$38,000	\$31,750 - \$39,750	4.0%
Dental Scheduler/Receptionist	\$25,750 - \$34,000	\$26,500 - \$35,250	3.3%

**Notes for salary figures on Pages 6 and 7:**

- Add up to 10 percent for expert multilingual abilities.
- Add up to 6 percent for Certified Administrative Professional designation.
- Add up to 8 percent for Microsoft Office Specialist certification.
- \* Add 10 percent or more for senior executive assistants supporting C-level executives in large companies.
- \*\*Add up to 10 percent for customer service managers or call center managers overseeing more than 20 people.

Figures listed on Pages 6 and 7 are average national starting salaries. To calculate the appropriate salary range for your local market, please refer to Page 8 or contact an OfficeTeam staffing manager.

## ADJUSTING SALARIES FOR CITIES IN THE UNITED STATES

National starting salaries can be localized for your market using the variance index numbers on Pages 9-11. The average salary index for all U.S. cities is 100. An example is provided below to help you calculate the estimated salary range for a position in your area.

The index figures are intended to serve as a guide for determining average starting salaries in select U.S. cities. A number of factors, such as company size, employee benefits, the candidate's skills and current market conditions, can impact actual starting salaries.

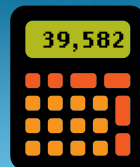
### Calculating the Local Salary

**Example** — Entry-level administrative assistant in Phoenix

1. Locate the position "entry-level administrative assistant" on the chart on Page 6.
2. Locate your city's index number on the charts, Pages 9-11. (The index number for Phoenix is 108.0.)
3. Move the decimal point two places to the left (1.080).
4. Multiply the low end of the national starting salary range (\$25,750) by the figure in step 3 (1.080) to get \$27,810.
5. Repeat step 4 using the high end of the salary range (\$31,500) to get \$34,020.

The approximate starting salary range for an entry-level administrative assistant in Phoenix is \$27,810 to \$34,020.

Save time and  
get a personalized  
salary calculation at  
[officeteam.com/salarycenter](http://officeteam.com/salarycenter)



## LOCAL VARIANCES: UNITED STATES

### ALABAMA

Birmingham .....	95.0
Huntsville.....	93.0
Mobile .....	86.0

### ARIZONA

Phoenix .....	108.0
Tucson.....	100.0

### ARKANSAS

Fayetteville.....	95.0
Little Rock .....	95.0

### CALIFORNIA

Fresno .....	90.0
Irvine.....	124.5
Los Angeles.....	125.0
Oakland.....	125.0
Ontario .....	111.0
Sacramento .....	101.5
San Diego .....	118.5
San Francisco.....	135.5
San Jose.....	133.0
Santa Barbara.....	121.0
Santa Rosa .....	98.0
Stockton .....	85.0

### COLORADO

Boulder .....	113.3
Colorado Springs .....	90.5
Denver .....	102.8
Fort Collins .....	92.8
Greeley .....	83.8

Loveland.....	90.5
Pueblo.....	76.0

### CONNECTICUT

Hartford .....	116.5
New Haven.....	112.0
Stamford.....	131.0

### DELAWARE

Wilmington .....	102.0
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### DISTRICT OF COLUMBIA

Washington.....	130.0
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### FLORIDA

Fort Myers.....	87.5
Jacksonville.....	93.0
Melbourne.....	89.5
Miami/Fort Lauderdale .....	106.7
Orlando .....	98.5
St. Petersburg .....	94.0
Tampa .....	96.5
West Palm Beach.....	99.5

### GEORGIA

Atlanta .....	105.0
Macon .....	82.5
Savannah .....	82.5

### HAWAII

Honolulu .....	92.0
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### IDAHO

Boise .....	86.1
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Source of information on Pages 9-11: U.S. Department of Labor's Bureau of Labor Statistics and OfficeTeam. City index figures are reflective of all industries and are not specific to the administrative field. For more information on average salaries in your city, contact the OfficeTeam location nearest you.

**ILLINOIS**

Chicago .....	123.0
Naperville .....	112.0
Rockford .....	80.0
Springfield .....	91.0

**INDIANA**

Fort Wayne .....	81.0
Indianapolis .....	94.0

**IOWA**

Cedar Rapids .....	89.0
Davenport .....	89.0
Des Moines .....	97.0
Sioux City .....	78.1
Waterloo/Cedar Falls .....	80.7

**KANSAS**

Kansas City .....	97.0
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**KENTUCKY**

Lexington .....	87.5
Louisville .....	90.5

**LOUISIANA**

Baton Rouge .....	99.0
New Orleans .....	99.0

**MAINE**

Portland .....	95.0
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**MARYLAND**

Baltimore .....	103.0
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**MASSACHUSETTS**

Boston .....	133.0
Springfield .....	104.0

**MICHIGAN**

Ann Arbor .....	100.5
Detroit .....	100.0
Grand Rapids .....	85.0
Lansing .....	84.0

**MINNESOTA**

Bloomington .....	105.5
Duluth .....	79.6
Minneapolis .....	105.5
Rochester .....	100.5
St. Cloud .....	80.0
St. Paul .....	102.0

**MISSOURI**

Kansas City .....	97.2
St. Joseph .....	91.0
St. Louis .....	100.3

**NEBRASKA**

Lincoln .....	78.2
Omaha .....	94.0

**NEVADA**

Las Vegas .....	94.0
Reno .....	94.0

**NEW HAMPSHIRE**

Manchester/Nashua .....	112.0
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**NEW JERSEY**

Mount Laurel .....	115.0
Paramus .....	130.0
Princeton .....	126.0
Woodbridge .....	126.0

**NEW MEXICO**

Albuquerque .....	89.7
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**NEW YORK**

Albany .....	97.0
Buffalo .....	95.0
Long Island .....	135.0
New York .....	141.0
Rochester .....	91.7
Syracuse .....	90.3

**NORTH CAROLINA**

Charlotte .....	101.0
Greensboro .....	99.0
Raleigh .....	104.0

**OHIO**

Akron .....	89.0
Canton .....	82.0
Cincinnati .....	97.5
Cleveland .....	95.0
Columbus .....	96.5
Dayton .....	87.0
Toledo .....	84.5
Youngstown .....	76.0

**OKLAHOMA**

Oklahoma City .....	89.7
Tulsa .....	92.0

**OREGON**

Portland .....	103.0
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**PENNSYLVANIA**

Harrisburg .....	95.0
Philadelphia .....	115.0
Pittsburgh .....	96.2

**RHODE ISLAND**

Providence .....	97.0
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**SOUTH CAROLINA**

Charleston .....	92.0
Columbia .....	93.0
Greenville .....	90.0

**TENNESSEE**

Chattanooga .....	87.0
Cool Springs .....	98.0
Knoxville .....	86.0
Memphis .....	95.0
Nashville .....	97.5

**TEXAS**

Austin .....	103.5
Dallas .....	105.5
El Paso .....	70.0
Fort Worth .....	105.5
Houston .....	106.0
Midland/Odessa .....	96.0
San Antonio .....	95.0

**UTAH**

Salt Lake City .....	100.0
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**VIRGINIA**

Norfolk/Hampton Roads .....	92.0
Richmond .....	98.0
Tysons Corner .....	130.0

**WASHINGTON**

Seattle .....	118.9
Spokane .....	82.0

**WISCONSIN**

Appleton .....	85.0
Green Bay .....	86.5
Madison .....	96.0
Milwaukee .....	99.0
Waukesha .....	98.5



## ADMINISTRATIVE SALARIES • CANADA

POSITION TITLE	2012	2013	% CHANGE
<b>ADMINISTRATIVE</b>			
Senior Executive Assistant*	\$52,750 - \$68,500	\$56,000 - \$70,750	4.5%
Executive Assistant	\$44,750 - \$56,250	\$46,000 - \$59,500	4.5%
Senior Administrative Assistant	\$40,250 - \$49,750	\$42,000 - \$52,000	4.4%
Administrative Assistant	\$33,000 - \$42,500	\$34,500 - \$44,250	4.3%
Entry-Level Administrative Assistant	\$30,000 - \$36,750	\$31,750 - \$37,750	4.1%
Senior Office/Facilities Manager	\$49,000 - \$65,000	\$52,000 - \$67,000	4.4%
Office/Facilities Manager	\$44,250 - \$54,250	\$46,500 - \$56,250	4.3%
Marketing Assistant	\$35,250 - \$46,000	\$37,000 - \$47,250	3.7%
Sales Assistant	\$34,500 - \$43,750	\$35,750 - \$45,500	3.8%
Specialized Assistant - Legal	\$33,250 - \$40,500	\$33,750 - \$41,500	2.0%
Property Management Assistant	\$34,750 - \$43,000	\$36,000 - \$44,500	3.5%
Mortgage Assistant	\$34,500 - \$44,500	\$36,000 - \$46,000	3.8%
Claims Processor	\$28,750 - \$34,000	\$29,500 - \$35,500	3.6%
Research Administrator	\$32,250 - \$41,750	\$34,000 - \$42,750	3.7%
Admissions Assistant	\$31,500 - \$37,250	\$32,500 - \$38,750	3.6%
Project Coordinator	\$38,000 - \$48,500	\$40,000 - \$49,750	3.8%
Project Assistant	\$37,000 - \$45,250	\$38,250 - \$47,000	3.6%
Logistics Coordinator	\$35,750 - \$46,000	\$37,250 - \$47,500	3.7%
Dispatcher	\$33,250 - \$44,000	\$34,500 - \$45,500	3.6%
Purchasing Assistant	\$35,000 - \$44,000	\$36,750 - \$45,250	3.8%
Document Control Clerk	\$30,750 - \$38,500	\$31,750 - \$40,000	3.6%
Proofreader	\$39,000 - \$53,500	\$40,250 - \$55,000	3.0%
Presentation Specialist	\$36,250 - \$45,750	\$37,750 - \$47,000	3.4%
<b>OFFICE SERVICES</b>			
Office/Facilities Coordinator/Assistant	\$35,750 - \$42,000	\$36,750 - \$43,750	3.5%
Office Clerk	\$28,000 - \$32,500	\$28,500 - \$34,250	3.7%
Mail Assistant/Clerk	\$27,000 - \$31,750	\$28,000 - \$32,750	3.4%
File Clerk	\$26,250 - \$30,500	\$26,750 - \$32,000	3.5%
Imaging/Scanning Specialist	\$27,000 - \$31,250	\$27,750 - \$32,500	3.4%
<b>DATA ENTRY</b>			
Senior Data Entry Specialist	\$32,500 - \$37,250	\$33,250 - \$39,000	3.6%
Data Entry Specialist	\$28,250 - \$33,250	\$29,250 - \$34,250	3.3%
Senior Order Entry Specialist	\$32,750 - \$41,000	\$33,750 - \$42,500	3.4%
Order Entry Specialist	\$30,000 - \$36,500	\$31,000 - \$37,750	3.4%
Transcriptionist	\$29,250 - \$38,000	\$30,250 - \$39,250	3.3%

For a glossary of job descriptions, please see Page 19.

POSITION TITLE	2012	2013	% CHANGE
<b>RECEPTION</b>			
Front Desk Coordinator	\$32,000 - \$37,500	\$33,000 - \$38,750	3.2%
Receptionist	\$29,500 - \$35,250	\$30,500 - \$36,500	3.5%
<b>CUSTOMER SERVICE/ CALL CENTER</b>			
Customer Service Manager**	\$42,000 - \$58,500	\$44,250 - \$60,750	4.5%
Senior Customer Service Representative	\$37,750 - \$47,000	\$39,500 - \$49,000	4.4%
Customer Service Representative	\$30,500 - \$38,000	\$31,750 - \$39,750	4.4%
Call Center Manager**	\$44,000 - \$68,000	\$46,750 - \$70,250	4.5%
Senior Call Center Representative	\$35,500 - \$45,250	\$37,250 - \$47,000	4.3%
Call Center Representative	\$28,000 - \$35,500	\$29,250 - \$37,000	4.3%
<b>HUMAN RESOURCES (HR)</b>			
HR Assistant	\$35,000 - \$45,500	\$36,500 - \$47,500	4.3%
HR Recruiting Specialist/Coordinator	\$38,500 - \$48,250	\$40,000 - \$50,500	4.3%
HR Benefits Specialist/Coordinator	\$39,250 - \$49,000	\$41,000 - \$51,250	4.5%
<b>ADMINISTRATIVE HEALTHCARE</b>			
Medical Records Clerk	\$32,000 - \$38,750	\$33,500 - \$40,250	4.2%
Medical Secretary/ Administrative Assistant	\$36,500 - \$46,000	\$38,250 - \$48,000	4.5%
Patient Registration/Admissions Clerk/Enrollment Specialist	\$31,750 - \$40,500	\$33,500 - \$42,000	4.5%
Medical Data Entry Specialist	\$30,000 - \$36,500	\$31,250 - \$38,250	4.5%
Medical Transcriptionist	\$37,500 - \$45,500	\$38,750 - \$48,000	4.5%
Medical Receptionist	\$31,250 - \$39,000	\$32,750 - \$40,250	3.9%
Dental Scheduler/Receptionist	\$33,750 - \$41,000	\$34,500 - \$42,750	3.3%

**Notes for salary figures on Pages 12 and 13:**

- Add up to 16 percent for expert bilingual abilities.
- Add up to 7 percent for Certified Administrative Professional designation.
- Add up to 10 percent for Microsoft Office Specialist certification.
- \* Add 10 percent or more for senior executive assistants supporting C-level executives in large companies.
- \*\*Add up to 10 percent for customer service managers or call center managers overseeing more than 20 people.





Figures listed on Pages 12 and 13 are average national starting salaries. To calculate the appropriate salary range for your local market, please refer to Page 15 or contact an OfficeTeam staffing manager.

All salaries listed on Pages 12 and 13 are in Canadian dollars.

## IN CANADA, THE TIME TO HIRE IS NOW

As Canadian companies add administrative staff, they are taking the time necessary to ensure a good fit with their needs and company culture. Still, hiring managers report challenges finding candidates with the right skills and qualifications for their open positions. Increased competition for outstanding applicants means employers must move quickly once they identify a good prospect.

### Skills and Traits Employers Count On

-  **PROVEN WORK EXPERIENCE AND INDUSTRY EXPERTISE:** Firms look for industry-specific knowledge — especially in the financial services and not-for-profit sectors — that enables new hires to hit the ground running.
-  **BUSINESS ACUMEN AND A BOTTOM-LINE FOCUS:** Given the emphasis on cost containment today, candidates who have a track record of achieving efficiency and cost control are invaluable. Hiring managers are drawn to resourceful applicants who provide concrete examples of how they've solved real-world problems and saved previous employers both time and money.
-  **STRONG TECHNICAL ABILITIES:** Advanced proficiency with Microsoft Word, Excel, PowerPoint, Project and Visio are in demand. Knowledge of SAP and other enterprise resource planning programs and fundraising management tools such as Raiser's Edge also are frequently requested. In addition, as employers expand their presence on Facebook, LinkedIn, Google+ and Twitter, they need candidates adept at using these social media platforms to provide company updates, monitor and respond to feedback from existing and potential customers, and spot news about competitors.
-  **POLISH AND PEOPLE SKILLS:** Interpersonal abilities, such as a can-do attitude and good rapport with coworkers and customers, remain important. Employers look for poised administrative professionals who will represent the company well in person, on the phone and in writing. Motivated, team-oriented individuals who are willing to pitch in and stretch beyond their job descriptions are highly valued as well.



As firms grow, there is a greater need for additional human resources staff. Executive assistants and customer service representatives also are in demand. Applicants with a combination of advanced technical skills, excellent interpersonal abilities, and fluency in English and French are sought.

To help guard against hiring mistakes, employers are requiring promising job applicants to go through several rounds of interviews with multiple managers and, often, other employees before extending job offers. Companies also are tapping the expertise of specialized staffing firms and increasingly bringing candidates aboard on a temporary-to-full-time basis. In an effort to attract standout professionals, many organizations are introducing more programs that enhance employee work/life balance.

### Calculating the Local Salary

**Example** — Senior administrative assistant in Toronto

1. Locate the position “senior administrative assistant” on the chart on Page 12.
2. Locate your city’s index number in the chart below. (The index number for Toronto is 104.9.)
3. Move the decimal point two places to the left (1.049).
4. Multiply the low end of the national starting salary range (\$42,000) by the figure in step 3 (1.049) to get \$44,058.
5. Repeat step 4 using the high end of the salary range (\$52,000) to get \$54,548.

The approximate starting salary range for a senior administrative assistant in Toronto is \$44,058 to \$54,548.

## LOCAL VARIANCES: CANADA

### ALBERTA

Calgary .....	104.1
Edmonton .....	102.1

### BRITISH COLUMBIA

Fraser Valley.....	98.1
Vancouver .....	103.5
Victoria.....	95.2

### MANITOBA

Winnipeg.....	90.5
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### ONTARIO

Kitchener-Waterloo .....	95.5
Ottawa .....	100.2
Toronto.....	104.9

### QUÉBEC

Montréal.....	102.9
Québec City .....	89.2

### SASKATCHEWAN

Regina.....	93.9
Saskatoon.....	95.6

City index figures are reflective of all industries and are not specific to the administrative field. For more information on average salaries in your city, contact the OfficeTeam location nearest you.

## TIMING IS EVERYTHING: 8 SIGNS YOU NEED TO ADD STAFF



It's often difficult for businesses to pinpoint the right time to hire. Perhaps you've added a new account or two, and the resulting increase in workload is stretching your team to its limits. While new business is a good "problem" to have, no company wants its employees to become overwhelmed. On the other hand, if demand wanes, no firm looks forward to staff reductions.

One way of deciding whether to hire is to observe economic signs. But don't focus exclusively on external signals. Businesses also should take a close look at what's going on inside the organization. Here are eight signs that it's time to hire:

- 1 **Growth opportunities are deferred.** You'd like to pursue new accounts, but you're not sure your staff can handle it. So you postpone new initiatives even though you have the budget for them.
- 2 **You're growing, but not rejoicing.** Your firm lands a major new client or plans to expand. If your immediate reaction is, "How are we going to do all this?" it could be a sign you're understaffed. Similarly, if your employees seem alarmed at the prospect of new business, it may mean they are unable to take on more duties.
- 3 **Even ace performers can't keep up.** Your best workers are missing deadlines like never before. There also are more frequent breakdowns in communication, particularly about due dates and deliverables.
- 4 **Overtime is more frequent.** Once limited to seasonal workload spikes or deadline-driven projects, overtime has become a regular occurrence at your company. You and your employees also are taking unprecedented volumes of work home.
- 5 **You're doing your job — and then some.** To help the team manage, you're covering subordinate-level duties in addition to your managerial obligations. If you feel like you're doing the work of three people, it's because you are.
- 6 **Tardiness and absenteeism are rising.** Employees are repeatedly calling in sick or arriving late. This is often a warning sign of burnout — your staff is worn out and more vulnerable to the effects of illness and exhaustion.
- 7 **Mistakes are multiplying.** Your team drops the ball and makes errors where they never did before. When you ask what happened, the answer is often, "I didn't have time to check it thoroughly."
- 8 **Clients are complaining.** Service levels have worsened, and your customers and clients have noticed. You're getting complaints about lack of responsiveness to phone calls and emails and reports that work has not been delivered when expected.

## DON'T DELAY BECOMING AN EMPLOYER OF CHOICE

Isn't it about time your company was included on "Best Places to Work" lists for your community or region, or even the nation? It's a goal that can help recruitment and retention success. Here are some things "employers of choice" have in common:

**ALTERNATE WORK ARRANGEMENTS:** Companies with practices that help staff balance work and personal demands are viewed positively by existing employees and prospective new hires. Alternate work arrangements are helping workers do this at businesses of all sizes. Examples include:

- **Flextime:** Employees have options for structuring their workday or week.
- **Compressed schedule:** Employees work the normal number of hours but complete those hours in fewer than five days.
- **Job-sharing:** Two part-time employees share the same full-time job.
- **Telecommuting:** Employees spend all or a portion of their workweek working from home or from another off-site location.

**TUITION ASSISTANCE:** A tuition assistance program can help employees move forward with both their lives and careers.

**CORPORATE CITIZENSHIP:** Many employees like knowing the company they work for is doing good things for the community. Ways to be a good corporate citizen include making safe and reliable products; supporting community causes with financial donations, employee volunteers or both; and demonstrating environmental stewardship.

**EMPLOYEE SURVEYS:** Conducting employee surveys periodically can give you a sense of how your people feel about the company. You can use that information to make your policies and programs even more attractive. Surveys keep an eye on any significant trends or developments.

**ON-SITE EXERCISE FACILITIES OR GYM DISCOUNTS:** A healthy workforce is more energetic, more productive and less likely to be out sick. An unused portion of the company's building can become an in-house workout space. Businesses also are negotiating discounted gym memberships.

**ON-SITE CHILD CARE:** On-site child care is convenient for working parents, and it also gives them the opportunity to visit with their children during the day — an option that's more difficult with other day care arrangements.

According to an OfficeTeam survey, work/life balance and opportunities to learn and grow have the greatest impact on job satisfaction.

## NOW'S YOUR OPPORTUNITY TO OFFER THESE 8 LOW-COST EMPLOYEE PERKS

Typically, small companies aren't able to afford all the employee perks larger firms can provide. But attractive perks don't have to be expensive.

### Perks You May Want to Introduce at Your Company

- 1 FLOATING HOLIDAYS:** Staff can take these days off (as work responsibilities permit) whether it's for vacation, illness, family demands or any other personal reason.
- 2 HEALTHY SNACKS:** Got a workout room? Your employees need energy to make the most of any exercise regimen. Fuel that fire by offering healthy treats — whole grain muffins or energy bars, fruits, juice and the like — daily or even once a week.
- 3 MOVIES:** You can go on a group outing or offer workers complimentary tickets.
- 4 GAME TIME:** Consider putting foosball or pool tables in the break room to give your team a fun way to alleviate stress.
- 5 EMPLOYEE REFERRALS:** If an existing worker recommends a new hire who stays on the job for a certain amount of time, give the referring employee a cash reward.
- 6 MAIL ROOM:** Let your staff mail letters and packages via your mail room. They still pay for postage, but the convenience is appealing.
- 7 LOANER COMPUTERS:** Make it clear that employees can take their laptop computers home with them (with a gentle reminder that your company's property, technology, security and related policies still apply to their at-home use of the laptop). That can boost productivity.
- 8 FREE SEMINARS:** Professionals will often speak for free (to promote themselves) on topics such as investment planning or ways to beat stress.

## GLOSSARY OF JOB DESCRIPTIONS

### ADMINISTRATIVE

#### SENIOR EXECUTIVE ASSISTANT

Duties include those described for executive assistant, but the position supports the most senior executives, particularly in large corporations. A premium is paid for specific industry expertise. Sensitivity to confidential matters is required.

#### EXECUTIVE ASSISTANT

Performs administrative duties for executive management. Responsibilities may include screening calls; managing calendars; making travel, meeting and event arrangements; preparing reports and financial data; training and supervising other support staff; and customer relations. Requires strong computer and Internet research skills, flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff, as well as outside clients and vendors. Sensitivity to confidential matters may be required.

#### SENIOR ADMINISTRATIVE ASSISTANT

Duties include those described for administrative assistant, but the position requires more work experience within each function. Supports senior-level managers and may supervise other support staff. A premium is paid for specific industry experience. Advanced computer skills and the ability to train others in system usage are preferred.

#### ADMINISTRATIVE ASSISTANT

Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills. Staff in this category also may have the title of department assistant, coordinator or associate.

#### ENTRY-LEVEL

#### ADMINISTRATIVE ASSISTANT

Performs a variety of Internet research functions and uses word processing, spreadsheet and presentation software. Duties also include fielding telephone calls, filing and data entry. May assist with overflow work from administrative and executive assistants and fill in for the office receptionist as needed.

#### SENIOR OFFICE/FACILITIES MANAGER

Responsibilities include those described for office/facilities manager, but the position requires more extensive experience and management skills. Duties may include selecting office vendors and supervising purchasing processes, directing mailroom and maintenance staff, and coordinating regular building safety checks and ergonomics training for staff. Solid communication and staff management skills are required, as well as some accounting knowledge.

### OFFICE/FACILITIES MANAGER

Coordinates various office support services, including purchasing and facilities management. Requires strong communication skills and some accounting knowledge. May include supervision of office administrative staff. At some companies, this role may take on HR responsibilities.

### MARKETING ASSISTANT

Duties include those described for administrative assistant, but this position supports a marketing department exclusively. May assist both full-time employees and freelance staff. Additional duties include helping with trade show and event planning, creating or updating presentation software files, tracking budgets and expenses, and communicating with external creative service providers.

### SALES ASSISTANT

Duties include those described for administrative assistant, but this position supports a sales department exclusively. May assist sales staff based in remote locations. Additional responsibilities may include processing expense reports, coordinating the submission of proposals, planning meetings, tracking sales progress, troubleshooting minor technical problems, maintaining department database records, and serving as a liaison between traveling sales representatives and staff based in the home office.



### SPECIALIZED ASSISTANT – LEGAL

Duties include those described for administrative assistant, but this position supports a corporate legal department or law firm exclusively. Additional responsibilities include assisting lawyers with screening client calls, typing business correspondence and transcribing dictation. Must have excellent computer, communication and writing skills; understand local and state or provincial rules regarding pleadings and discovery formats, deadlines, and filing requirements; be familiar with court structures, vendors and other legal resources; and have basic knowledge of legal terminology.

### PROPERTY MANAGEMENT ASSISTANT

Duties include those described for administrative assistant but supports a property management company exclusively. Assists with reviewing lease contracts and tracking work orders and rent increases. Responsible for administrative support and landlord/tenant relations, as well as accounts payable functions.

### MORTGAGE ASSISTANT

Responsible for preparing loan documents for review. May distribute signed contracts and organize loan files. Also may perform clerical, administrative and sales support duties. Strong organizational, communication and computer skills are required. Customer service, data entry and multitasking skills are preferred.

### CLAIMS PROCESSOR

Provides administrative support in a claims department. Reviews insurance claims for accuracy and completeness

before processing and submitting them to the claims examiner. Strong data entry, communication and computer skills required. Thorough knowledge of the insurance industry is preferred, as is previous experience.

### RESEARCH ADMINISTRATOR

Conducts research and gathers documentation in order to compile comprehensive reports. Extreme attention to detail and strong Internet and other computer skills required.

### ADMISSIONS ASSISTANT

Duties include those described for administrative assistant, but this position supports an admissions department at an educational institution. Additional duties include drafting and distributing student mailings, filing student information, scheduling appointments and processing transcript requests. May assist in coordinating student orientations. Strong verbal and written communication, customer service, and data entry skills are required.



### PROJECT COORDINATOR

Works with internal and external parties to initiate and run major projects. Coordinates schedules and activities, placing orders for supplies and services, and tracking progress and results. Requires excellent communication skills and extensive knowledge of database and project management software. Often reports to product development, project management or marketing executives.

### PROJECT ASSISTANT

Similar duties to those described for project coordinator but supports project managers who oversee multiple assignments relating to construction, real estate development or manufacturing. Advanced Microsoft Office skills required, particularly Access, Excel and Project. Must maintain accurate information and be detail-oriented.

### LOGISTICS COORDINATOR

Responsible for the logistical processing of customer orders, including coordination with vendors, sales staff, customer service representatives, billing representatives, warehouses and shippers. Arranges shipments. Some experience in purchasing, inventory control, transportation and warehousing functions is needed. Computer proficiency also is required.

### DISPATCHER

Schedules and dispatches workers, equipment or service vehicles to carry materials or passengers. Records information on each call and prepares detailed reports on all activities occurring during the shift. Communication skills and the ability to work under pressure are important.

### PURCHASING ASSISTANT

Creates, processes and tracks purchase orders. Maintains records of orders and inventory and follows up with vendors on shipment and delivery. Requires strong verbal communication, organization and time management skills.

**DOCUMENT CONTROL CLERK**

Responsibilities include controlling the incoming and outgoing documentation process and maintaining files and project reports. Also may route orders, organize indexes and track shipping practices.

**PROOFREADER**

Edits copy to ensure proper grammar, spelling, syntax and style. Requires an eye for detail, an ability to use standard proofreading marks, and excellent knowledge of grammar and style.

**PRESENTATION SPECIALIST**

Uses Microsoft PowerPoint and other software to create internal and external presentations for organizations. Also may edit material and provide basic instruction to presenters. Strong design sense and organizational skills are required.

**OFFICE SERVICES****OFFICE/FACILITIES COORDINATOR/ASSISTANT**

Supports the office/facilities manager in various office administration duties, including facility and general maintenance services. Requires strong communication abilities, as well as computer and data entry skills.

**OFFICE CLERK**

Performs basic clerical tasks. Operates standard office equipment. May require computer and data entry skills.

**MAIL ASSISTANT/CLERK**

Sorts and distributes incoming and outgoing mail. Operates manual and electronic mailing equipment. Interacts with courier companies.

**FILE CLERK**

Performs clerical tasks, such as arranging letters, memoranda, invoices and other indexed documents according to an established system. Operates office equipment and completes general office work. Additional duties may include answering telephones and data entry.

**IMAGING/SCANNING SPECIALIST**

Sorts and prepares documents for imaging. Scans and verifies documents and indexes images. Must have knowledge of document imaging/scanning hardware and software, as well as experience creating electronic copies of documents. Experience with Microsoft Office and document creation software such as Adobe Acrobat is required.

**DATA ENTRY****SENIOR DATA ENTRY SPECIALIST**

Duties include those described for data entry specialist, but the position requires more experience. Prioritizes and batches material for data entry. Completes information analysis for procedures and reports. Must have knowledge of technical material and the ability to train and supervise others and be capable of high-volume data entry.

### DATA ENTRY SPECIALIST

Inputs information quickly and accurately from a variety of sources into a computer database. May take customer orders and enter them into a tracking system.

### SENIOR ORDER ENTRY SPECIALIST

Duties include those described for order entry specialist, but the position requires more experience. Manages order entry activities for the organization. Works with shipping and manufacturing partners to schedule shipments to customers. Resolves customer order issues and assists with training new employees.

### ORDER ENTRY SPECIALIST

Duties similar to those described for data entry specialist, but the position involves more customer interaction by phone or email. Checks inventory and provides shipping and pricing information. Tracks an order from its placement until the product is received. Good communication, computer, typing and alphanumeric data entry skills required.

### TRANSCRIPTIONIST

Transcribes notes, reports, letters, audio recordings or case files. Distributes copies of documents as needed. Strong typing and computer skills required. In law offices, knowledge of legal terminology is preferred.

## RECEPTION

### FRONT DESK COORDINATOR

Manages the company's lobby area. Greets and directs all visitors, including vendors, clients, job candidates and customers. Ensures completion of paperwork, sign-in and security procedures. Handles special administrative projects, as well as overflow work from other assistants. Depending on the size of the firm, also may answer incoming calls.

### RECEPTIONIST

Greets visitors and performs general administrative duties. Handles incoming calls and may operate a switchboard. Also may assist other administrative staff with overflow work, including word processing, data entry and Internet research tasks.

## CUSTOMER SERVICE/ CALL CENTER

### CUSTOMER SERVICE MANAGER

Hires, trains and manages members of the customer service department. Resolves escalated or difficult issues regarding client complaints and other matters. Evaluates team performance. Works closely with managers in other departments on updating policies and procedures for client service. Some employers require an associate or bachelor's degree or several years of relevant experience.

### SENIOR CUSTOMER SERVICE REPRESENTATIVE

Duties include those described for customer service representative, but the position requires stronger work experience for each function. Additional duties may include resolving customer complaints, managing database records, drafting status reports on customer service issues and supervising staff.



### CUSTOMER SERVICE REPRESENTATIVE

Receives and places telephone calls. Maintains solid customer relationships by handling questions and concerns with speed and professionalism. Performs data entry. Also may require research skills to troubleshoot customer problems. Excellent communication abilities and data entry skills are essential.

### CALL CENTER MANAGER

Hires, trains and manages call center employees. Responsible for reviewing, implementing and improving call center policies and procedures. Tracks call volume and quality and prepares reports for company management. Some employers require an associate or bachelor's degree or several years of relevant experience.

### SENIOR CALL CENTER REPRESENTATIVE

Duties include those described for call center representative, but the position requires more work experience. Additional responsibilities may include proactive

communication with customers and clients, upselling existing accounts, managing database records and supervising staff.

### CALL CENTER REPRESENTATIVE

Duties at an inbound call center include responding to customer inquiries, processing orders and routing calls to appropriate departments. Responsibilities at an outbound call center include contacting businesses or individuals, describing products or services, and obtaining customer information and leads. Handles a high volume of calls, usually leveraging an auto-dialer system. Performs data entry, maintains customer databases and logs calls. Excellent communication, customer service and alphanumeric data entry skills are required.

## HUMAN RESOURCES (HR)

### HR ASSISTANT

Screens telephone calls, schedules interviews, researches the Internet to locate potential job candidates, scans resumes, assists with planning new employee orientations, compiles materials and maintains employee database records. Strong computer skills are required, as is sensitivity to confidential matters.

### HR RECRUITING SPECIALIST/COORDINATOR

Duties include internal and external posting of open positions, screening candidates to ensure they meet company hiring standards, and preparing offer letters. Additional responsibilities may include overseeing applicant tracking and conducting recruiting analysis. Also may

assist with other HR department projects. Strong computer, communication, interpersonal and organizational skills are required.

### HR BENEFITS SPECIALIST/COORDINATOR

Assists with the operational management of domestic health and welfare benefit programs, 401(k) plans, the Registered Retirement Savings Plan (RRSP), and the Human Resources Information System (HRIS). Helps register employees for benefit plans, serves as the primary contact for benefit-related questions or complaints, and works directly with vendors to resolve issues. Strong computer, communication, interpersonal and organizational skills are required.

## ADMINISTRATIVE HEALTHCARE

### PATIENT REGISTRATION/ADMISSIONS CLERK/ENROLLMENT SPECIALIST

Interviews incoming patients prior to admission to gather demographic, insurance and emergency information. Ensures completion of paperwork, sign-in and security procedures prior to admission into the hospital system. Explains hospital policies, prepares and distributes patient identification bands, and arranges for transportation to assigned hospital rooms. Additional duties may include collecting copayments, answering phones, assisting family members, and conducting research for prior hospitalization records and account folders. Sensitivity to confidential matters is required.

### INSURANCE REFERRAL COORDINATOR

Serves as a liaison between insurance and healthcare providers to ensure required referrals have been processed correctly for medical specialty visits. Must have a solid understanding of insurance procedures and a working knowledge of medical terminology and coding. Knowledge of medical billing is a plus.

### INSURANCE VERIFICATION CLERK

Provides support to medical billing staff. Clarifies and verifies details of insurance coverage with private or government carriers and offers information to patients before medical services are provided. Obtains insurance authorization for medical procedures, tracks physician referrals and provides necessary details to billing staff. The position involves heavy phone interaction and demands top customer service and problem-solving skills in working with physicians, claims processors, medical billers and patients.

### MEDICAL OFFICE ADMINISTRATOR

Oversees the day-to-day management of a healthcare practice. Responsibilities include hiring and managing staff, developing a business plan, interacting with insurance companies, handling contracts, and attending seminars to remain current with rules and regulations. Manages all accounts receivable functions and budget for office/department.

**MEDICAL EXECUTIVE ASSISTANT**

Performs administrative duties similar to those of an executive assistant but for medical executives, including C-level hospital executives, department chairs and senior administrators. Knowledge of software programs and medical terminology is required. Previous experience in project coordination and writing (for grant and proposal processes) may be necessary. Taking dictation and synchronizing handheld devices with office computers may be requested.

**MEDICAL SECRETARY/  
ADMINISTRATIVE ASSISTANT**

Performs duties similar to those of an administrative assistant but in a hospital, medical office or healthcare-related industry, such as insurance. Familiarity with medical terminology, claims management and filing procedures often is required. This position calls for frequent interaction with vendors and patients. Sensitivity to confidential matters is required.

**MEDICAL TRANSCRIPTIONIST**

Listens to tapes recorded by medical staff and types information exactly as stated into computer files. May use standard word processing software or customized databases. Requires solid knowledge of medical terminology, spelling and abbreviations, as well as exceptional typing speed (70+ words per minute) and accuracy. Some healthcare organizations may seek candidates with backgrounds in a specialized area.

**MEDICAL FRONT DESK COORDINATOR**

Greets and directs all visitors, including patients, representatives, job candidates and customers. Ensures completion of paperwork, sign-in and security procedures, and scheduling of patients. In larger organizations, acts as the lead for all front desk staff (including receptionists and/or schedulers), coordinates schedules for the front desk, assists in managerial tasks and serves as the initial contact in problem resolution.

**MEDICAL RECEPTIONIST**

Greets visitors, handles incoming calls, schedules appointments and performs general administrative duties in a healthcare facility. Must be familiar with medical terminology. Sensitivity to confidential matters is required.

**ELECTRONIC MEDICAL RECORDS  
(EMR) ABTRACTOR/AUDITOR**

Extracts key data from patient records and enters a summary of this information into electronic files. Reviews scanned records to verify information has been correctly transferred and saved.

**MEDICAL RECORDS  
QUALITY ASSURANCE  
SPECIALIST**

Audits medical records to ensure patient information, treatments and diagnoses are accurately classified using the ICD-9/ICD-10, CPT and/or HCPCS coding systems.



### MEDICAL RECORDS CLERK

Supervises, plans and evaluates the work of clerical staff engaged in medical record processing activities. Duties include the initiation of medical charts, completion of insurance forms and death and birth certificates, transcription of dictated medical records, and retrieval of medical charts. Must possess strong knowledge of medical terminology and procedures, as well as the legal aspects of medical record administration.

### MEDICAL RECORDS SCANNER

Sorts and prepares medical records for conversion to electronic format. Scans records, verifies they are imaged correctly and accurately indexes images. Must have knowledge of electronic medical record imaging/scanning hardware and software, as well as experience creating electronic copies of documents.

### MEDICAL DATA ENTRY SPECIALIST

Enters alphanumeric information into computer system. Stores, retrieves and updates files. Completes information analysis for procedures and reports. Requires knowledge of medical terminology, software systems and filing procedures.

### SENIOR MEDICAL CUSTOMER SERVICE REPRESENTATIVE

Duties include those described for medical customer service representative but require stronger work experience for each function. Additional duties may include communicating with patients and providers via telephone, email or regular mail; managing database

records; drafting status reports on customer service issues; and supervising staff.

### MEDICAL CUSTOMER SERVICE REPRESENTATIVE

Duties include receiving and placing telephone calls. Answers questions from patients and providers with speed and professionalism. Performs data entry and uses software programs. May also require research skills to troubleshoot patient problems. Excellent communication abilities are essential.

### SURGERY SCHEDULER

Arranges patient and physician schedules for surgical procedures. Reserves operating rooms and schedules support staff. Requires strong computer skills, sensitivity to confidential information and excellent communication abilities.

### CREDENTIALING SPECIALIST

Under supervision, coordinates the credentialing procedure by compiling and processing applications in compliance with federal, state, provincial, program and regional requirements. Ensures consistent documentation and accuracy of physicians' credentials. Strong computer skills and knowledge of medical terminology required. Those with Certified Provider Credentialing Specialist (CPCS) designation preferred.

### DENTAL SCHEDULER/RECEPTIONIST

Greets patients, schedules appointments, handles incoming calls and performs general administrative duties in a dental practice. Requires computer knowledge and excellent communication skills.

## TIME IS MONEY: LET OFFICETEAM SAVE YOU BOTH

OfficeTeam is much more than just a resource for compensation data. We are the leading provider of highly skilled administrative professionals on a temporary and temporary-to-full-time basis. In 2012, our parent company, Robert Half, was again named to FORTUNE® magazine's "World's Most Admired Companies" list, ranking first in the staffing industry (March 19, 2012).

### The Many Benefits We Can Offer Your Business

-  **THE RIGHT MATCH:** We can help you locate even the most hard-to-find professionals. Our candidate database includes more than 2 million pre-evaluated, skills-tested individuals who are available to work right away.
-  **QUICK RESULTS:** When you have a job opening, chances are you need immediate help. Our staffing experts use leading-edge technology to help shorten the search process. In addition, we take the time to understand your business's unique requirements.
-  **OPTIONS TO FIT YOUR NEEDS:** We offer a choice of candidates with varying levels of experience. So, no matter your budget or requirements, we can identify a skilled professional for your company.
-  **EXCEPTIONAL SERVICE:** The hiring process is more complex than ever. We can guide you every step of the way and handle the most challenging aspects for you. Communication is our specialty.
-  **RELIABILITY:** Few firms can match our experience and reputation for excellence. In fact, nine out of 10 of our clients and candidates would recommend our services to a colleague.

Contact OfficeTeam at [officeteam.com](http://officeteam.com) or **1.800.804.8367** to learn more about how we can assist with your staffing needs.

## STAFFING HELP WHEN YOU NEED IT

There's a change taking place in the way businesses staff their operations. Firms are increasingly attracted to the flexibility they can gain through a combination of full-time and temporary workers. When asked in what ways their workforce would change in the next five years, 58 percent of employers polled in a McKinsey Global Institute report said they will hire more temporary and part-time workers.\*

This approach gives firms greater control over their human resources budgets and access to skilled talent when and for as long as they need it. In fact, as companies continually rebalance their workforces in good and difficult times, many are discovering that a year-round mix of core employees and interim workers is the best way to stay nimble.

### The Advantages of Using Temporary and Project Workers as Part of Your Workforce Mix

- 1 Enables the organization to adjust staffing levels to the ebb and flow of business demands, thus helping keep costs under control.
- 2 Eases the burden on employees who may already be spread too thin because of business needs.
- 3 Offers a way to handle special projects that are beyond the expertise of current staff members. More and more professionals are drawn to interim work because of the flexibility and opportunities it provides, giving companies access to a deep talent pool.
- 4 Increases job stability for full-time workers. Otherwise, these workers may be subject to nerve-racking cycles of hiring and layoffs as business needs fluctuate.
- 5 Provides what amounts to a trial period for potential new employees. If you wish to convert a temporary worker to full time, you have the advantage of already knowing the person's strengths firsthand.

\*Source: *An economy that works: Job creation and America's future*, McKinsey Global Institute, June 2011

## Instant Access to Helpful Tools



In addition to our annual *Salary Guide*, OfficeTeam offers the following resources:

- OFFICETEAM SALARY CENTER:** This one-stop resource provides a detailed analysis of current hiring and compensation trends based on our industry-leading research. By visiting [officeteam.com/salarycenter](http://officeteam.com/salarycenter), you also can access our Salary Calculator.
- SMALL BUSINESS RESOURCE CENTER:** This website, [officeteam.com/smallbusinesscenter](http://officeteam.com/smallbusinesscenter), offers guidance specific to small business owners on the topics of recruitment and retention, as well as access to free advice booklets and a library of pertinent articles.
- BUSINESS SENSE: PUTTING YOUR INTUITION TO WORK:** By fine-tuning your intuitive skills, you can better anticipate the needs of others and advance your career. This research guide and online quiz to help professionals determine their intuition style can be found at [officeteam.com/intuition](http://officeteam.com/intuition).
- SOCIAL MEDIA:** Follow us on Twitter, Facebook, Google+ and LinkedIn for more management, career and workplace advice. Check out our YouTube channel for informative and entertaining videos about hiring and the workplace.
- MOBILE APP:** Our mobile app enables job seekers to search for available positions in their fields using their iPhone or Android smartphones. It also includes our Salary Calculator that offers access to compensation information that can be customized by job title and geography. The free app is available at [officeteam.com/mobileapp](http://officeteam.com/mobileapp).

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