

The logo consists of the lowercase letters 'rh' in white, set against a red rectangular background. The background of the entire page is a blue geometric pattern of overlapping triangles, with various white line-art icons scattered throughout, including a headset, a pie chart, a calendar, a person at a desk, a checklist, and a pencil.

rh

# SALARY GUIDE 2020

**ADMINISTRATIVE**

**rh** OfficeTeam®  
A Robert Half Company



Calculate custom salaries for individual roles with the **Salary Calculator**.

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About OfficeTeam

An illustration in the top right corner showing a stack of money, several coins with dollar signs, and a computer monitor displaying a document, all connected by thin lines.

## YOUR GUIDE TO STARTING SALARIES

In a job market where skilled candidates can virtually write their own ticket, employers must have a clear understanding of the hiring environment to compete for the best talent. The 2020 OfficeTeam Salary Guide offers an analysis of emerging trends and a comprehensive look at how companies are compensating their employees.

The forecasts are based on the job placements we make every day as a professional staffing firm. Our ground-level knowledge of labor market conditions across North America means we're often the first to see where salaries are headed. That gives you a leg up as you plan hiring budgets in the coming year.

Robert Half, OfficeTeam's parent company, has tracked salary levels since 1950, and during that time millions of employers have relied on our annual Salary Guides.

For personalized assistance, contact OfficeTeam staffing and recruiting experts [online](#) or at [1.855.560.0625](tel:1.855.560.0625).

## ADMINISTRATIVE HIRING TRENDS IN THE UNITED STATES

As business priorities change and technology plays a greater role in company operations and strategy, hiring managers value administrative professionals who can handle elevated responsibilities. But finding these workers is easier said than done as shortages of skilled support staff continue.

Here are factors determining the success companies will have in recruiting and retaining the best administrative talent in 2020.

### Job seekers, managers willing to negotiate

**55%** of workers negotiated pay with their last job offer.

**70%** of managers expect to negotiate salary.

Source: Robert Half surveys of more than 2,700 workers employed in office environments and more than 2,800 senior managers at companies in the United States

### Broadening duties

Three in four senior managers in an OfficeTeam survey said administrative professionals' responsibilities have increased in recent years. They now include everything from purchasing negotiations and budgeting to assisting with hiring, technology adoption and training. Diversification of duties is a strong magnet for job candidates who have broadened their expectations of what the ideal job should entail.

### Rising salaries

With multiple offers in hand, job seekers now feel confident asking for higher salaries, and more employers are feeling the heat. They are recognizing that they'll need to pay more to attract administrative candidates with the right blend of experience, technical skills and interpersonal attributes.



Clients are looking for administrative candidates who see new assignments as welcome challenges and are able to jump in and immediately make a positive impact.

— OfficeTeam recruiter in Charlotte, N.C.



## The digital future of work

Administrative duties were among the first types of work to be automated, and savvy professionals saw this as an opportunity to hone their technology skills. Today, the introduction of new technologies is prompting companies to seek staff who can serve as teachers and troubleshooters for these tools for the rest of the office.

## Industry background

Firms value administrative candidates with experience supporting managers in a company's specific industry. These hires can quickly contribute to meetings and projects because they're familiar with industry terminology, common challenges and executive priorities.

Executive assistants, in particular, have become business partners for the executive team. For example, they may determine areas to cut costs, train staff on new technologies or organize the company's social responsibility initiatives.

## Crucial soft skills

While technology is expected to take over even more of the administrative professional's traditional role, algorithms can never replace soft skills. Support staff who are expert communicators and problem solvers while also providing strategic insights are in high demand.



**Strong writing and verbal skills are often requested by employers because administrative professionals are communicating with all levels of staff. It's important that administrative workers display competence and professionalism to gain the trust of the people they work with.**

— OfficeTeam recruiter in Burnsville, Minn.



### Specialized temporary support

For years, companies have brought in interim workers to help out with administrative tasks. Because of the increased complexity of firms' full-time administrative work today, the duties and projects that support staff are expected to handle often require specialized skills. As a result, businesses are turning to staffing firms that work exclusively with administrative professionals to find candidates with the right experience for a project.

### Faster recruiting

Great candidates won't put up with extensive red tape during the hiring process. They can bypass slow-to-decide companies in favor of employers eager to hire them more quickly. Successful hiring managers tap staffing firms to swiftly handle recruiting details.

### Evolving HR priorities

Companies seek human resources professionals who possess HR information systems experience and fresh ideas. With the increasing use of technology for hiring, performance management and retention, firms need individuals who can leverage these tools. Due to trends such as the multigenerational workforce and changing employee expectations, companies also look to HR professionals to develop new programs for engaging staff, such as updated review processes.



## HARD-TO-STAFF POSITIONS

- Administrative assistant
- Customer service representative
- Dispatcher
- Executive assistant
- Human resources specialist
- Logistics clerk
- Medical receptionist
- Mortgage assistant
- Office manager
- Property management assistant

## TOP CERTIFICATIONS

- Certified Administrative Professional (CAP)
- Microsoft Office Specialist (MOS)
- Professional in Human Resources (PHR)
- SHRM\* Certified Professional (SHRM-CP)

\*Society for Human Resource Management



## HIRING TRENDS IN THE HEALTHCARE INDUSTRY



The work of medical professionals could not proceed efficiently without skilled administrative staff to coordinate patient visits, procedures and billing. This is especially true today as workloads rise. We see the following trends emerging as demand for skilled administrative healthcare workers continues to grow.

- Hiring for call centers and company healthcare enrollment teams is ramping up.
- Patient registration and reception are areas where providers and payers are trying to add staff.
- Employers are looking for workers adept at practice management and electronic medical records software, as well as staff with an aptitude for learning new administrative healthcare technology.
- As the first person who greets patients — many of whom are anxious about a health concern — administrative staff in medical facilities must have excellent soft skills, especially empathy.
- Sometimes a candidate's fit with the organizational culture can trump even experience. In the minds of many healthcare employers, a new employee's work ethic and ability to collaborate with team members is something that can't be taught.



## HOW TO USE OUR SALARY TABLES

To help you determine salary levels for new hires, we report starting pay ranges in percentiles, as defined on this page. The salary figures are national ranges; you can adjust the figures on the following pages to your market using the local variances on [Pages 13-14](#) for the United States and [Page 20](#) for Canada. Bonuses, benefits

and other forms of compensation are not built into the starting salary ranges. Compensation is affected by many factors, including labor market demand for the position and individual negotiation during the hiring process. For more guidance on starting salaries, contact your local OfficeTeam staffing professional.

To help set starting pay, determine where your candidate best fits in the four percentiles below.

### 25<sup>TH</sup>

The candidate may be new to the role and still developing relevant skills.

The role may be at a smaller organization or one with few business units.

### 50<sup>TH</sup>

The candidate may have an average level of experience plus the majority of relevant skills.

The role may be at a midsize organization or one with many business units or moderately complex operations.

### 75<sup>TH</sup>

The candidate may have more experience than is typical and most or all relevant skills.

The role may be at a larger organization or one with multiple business units or complex operations.

### 95<sup>TH</sup>

The candidate may have a high level of relevant experience and expertise.

The role may be uniquely complex or the candidate may bring a specialized set of hard-to-find skills.

The role may be at a larger organization or one with multiple business units or complex operations.

TITLE	PERCENTILES			
	25 <sup>TH</sup>	50 <sup>TH</sup>	75 <sup>TH</sup>	95 <sup>TH</sup>
<b>Administrative</b>				
Senior Executive Assistant	58,250	63,750	73,750	91,000
Executive Assistant	45,000	55,500	69,500	78,250

# ADMINISTRATIVE SALARIES

## UNITED STATES

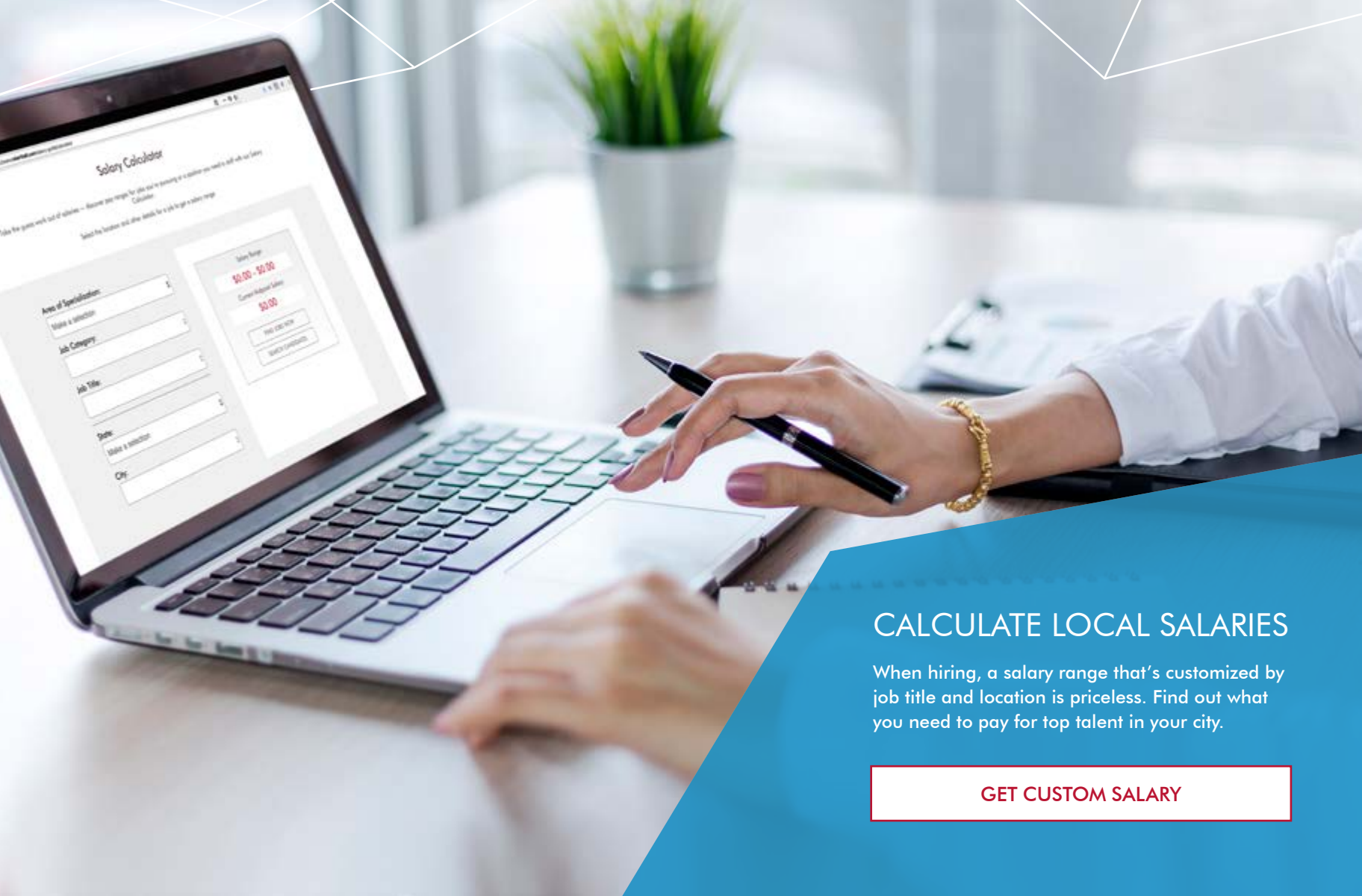
	TITLE	PERCENTILES			
		25 <sup>TH</sup>	50 <sup>TH</sup>	75 <sup>TH</sup>	95 <sup>TH</sup>
<b>Administrative</b>	Senior Executive Assistant	58,250	63,750	73,750	91,000
	Executive Assistant	45,000	55,500	69,500	78,250
	Senior Administrative Assistant	41,500	44,500	50,250	62,000
	Administrative Assistant	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	52,750
	Sales Assistant	33,750	36,500	43,250	47,750
	Specialized Assistant – Legal	37,000	42,750	46,750	55,000
	Property Management Assistant	28,000	33,000	37,750	48,750
	Mortgage Assistant	30,750	32,500	37,750	42,750
	Project Assistant/Coordinator	31,750	38,500	41,750	43,750
Purchasing Assistant	31,000	38,000	42,750	52,000	
<b>Management</b>	Office Manager	44,000	46,250	53,000	69,500
	Facilities Manager	44,750	63,250	72,500	92,250
<b>Office Services</b>	Office/Facilities Coordinator/Assistant	30,000	34,500	39,750	43,000
	Office Clerk	26,250	27,500	30,000	35,750
	Mail Assistant/Clerk	26,250	27,500	29,750	35,000
	File Clerk	26,250	28,000	29,750	34,500

**ADMINISTRATIVE  
SALARIES**  
United States

	TITLE	PERCENTILES			
		25 <sup>TH</sup>	50 <sup>TH</sup>	75 <sup>TH</sup>	95 <sup>TH</sup>
<b>Office Services (continued)</b>	Claims Processor	33,750	35,500	38,000	41,750
	Logistics Clerk	28,750	35,500	40,750	54,000
	Dispatcher	28,500	32,500	34,750	42,750
	Document Control Clerk	27,250	32,250	36,750	42,250
	Proofreader	41,000	46,000	53,250	63,750
	Presentation Specialist	45,500	51,500	59,250	69,000
<b>Data Entry</b>	Senior Data Entry Specialist	32,000	34,250	38,000	44,250
	Data Entry Specialist	26,000	29,500	32,500	38,000
	Senior Order Entry Specialist	32,500	37,500	42,500	48,500
	Order Entry Specialist	27,500	30,500	34,250	38,250
<b>Reception</b>	Front Desk Coordinator	26,250	29,250	33,500	38,750
	Receptionist	26,250	29,750	31,750	35,250
<b>Customer Service/ Call Center</b>	Customer Service Manager	42,500	47,000	54,750	69,750
	Senior Customer Service Representative	34,500	39,250	44,500	56,750
	Customer Service Representative	30,250	32,250	37,250	44,250
	Call Center Manager	46,750	53,000	60,500	77,500
	Senior Call Center Representative	36,500	41,500	47,250	60,000
	Call Center Representative	30,000	33,500	39,750	45,500
<b>Human Resources</b>	HR Benefits Specialist/Coordinator	43,000	48,000	55,750	68,500
	HR Recruiting Specialist/Coordinator	38,250	44,000	50,750	63,250
	HR Assistant	33,250	36,750	42,250	54,250

**ADMINISTRATIVE  
SALARIES**  
United States

	TITLE	PERCENTILES			
		25 <sup>TH</sup>	50 <sup>TH</sup>	75 <sup>TH</sup>	95 <sup>TH</sup>
<b>Administrative Healthcare</b>	Credentialing Specialist	35,250	38,750	45,000	54,000
	Patient Registration/Intake/ Admissions Clerk	28,000	31,750	36,250	46,000
	Insurance Referral Coordinator	29,750	33,750	39,750	49,500
	Insurance Verification Clerk	30,750	34,250	39,750	50,500
	Insurance Authorization Clerk	32,250	36,250	41,750	53,000
	Medical Scheduler	28,500	32,000	36,750	47,000
	Medical Front Desk Coordinator	27,750	31,000	35,500	45,500
	Medical Receptionist	27,500	30,250	34,750	44,250
	Electronic Medical Records Specialist	29,250	33,000	38,000	48,750
	Medical Coding Manager	60,250	68,000	78,250	100,000
	Certified Professional Coder	48,000	54,000	62,250	79,500
	Medical Data Entry Specialist	27,500	30,250	34,250	42,250
	Patient Access/Services Representative	31,500	35,250	40,750	51,750
	Medical Customer Service Representative	31,250	35,000	40,250	51,500
	Member Services/Enrollment Manager	50,500	57,000	65,750	83,500
	Member Services Representative/ Enrollment Specialist	31,250	34,750	40,000	51,250
	Provider Relations Specialist	33,250	37,000	42,250	49,000
	Medical Executive Assistant	47,750	55,000	63,000	79,000
	Medical Office Administrator	40,250	45,250	52,000	66,500
	Medical Secretary/ Administrative Assistant	33,000	36,750	42,000	53,500



## CALCULATE LOCAL SALARIES

When hiring, a salary range that's customized by job title and location is priceless. Find out what you need to pay for top talent in your city.

[GET CUSTOM SALARY](#)

# ADJUSTING SALARIES FOR U.S. CITIES

Calculate starting salaries for specific roles with the **Salary Calculator**.

The salary ranges in our guide are backed by OfficeTeam data, the expertise of our local staffing managers, independent research and OfficeTeam surveys of senior executives across North America. To customize compensation for your area, increase or decrease the national salary reported on previous pages by the percentage for your city. Market variances are reflective of all industries and professions.

## 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	-2%
Denver	+11%
Fort Collins	+0%
Greeley	-11%
Loveland	-5%
Pueblo	-17%

## Connecticut

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

## Delaware

Wilmington	+5%
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## District of Columbia

Washington	+33%
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## 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	-15%

## Hawaii

Honolulu	+7%
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**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%**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%  
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 -5%  
Columbia -6.5%  
Greenville -6%**South Dakota**

Sioux Falls -16%

**Tennessee**Chattanooga -11%  
Cool Springs +0%  
Knoxville -11%  
Memphis -5%  
Nashville +1.5%**Texas**Austin +9%  
Dallas +11%  
El Paso -28%  
Fort Worth +10%  
Houston +8%  
Midland/Odessa +10%  
San Antonio +1%**Utah**

Salt Lake City +8%

**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%



## ADMINISTRATIVE HIRING TRENDS IN CANADA

Fast growth in fields such as healthcare, technology and manufacturing is creating more administrative jobs. In a business environment where candidates have an array of career options, salaries are rising as employers recognize they must pay more for the staff they need.

### Expanding roles

As technology improves the efficiency of administrative staff, professionals have time to take on broader responsibilities. These duties often include HR, quality assurance and project management, as well as mastering office technologies and training others to use them. Top performers are quintessential multitaskers and ambassadors of a company's best practices and policies.

### Organizational culture

Candidates and managers alike say that a good fit with the company culture — whether it's choosing a place to work or an employee to hire — remains a primary consideration.

### Corporate culture top of mind for employers

**90%** of managers said a candidate's fit with the organizational culture is as or more important than skills and experience.

**40%** of workers said they would decline a job offer if the role was a perfect fit but the organizational culture wasn't.

Source: Robert Half surveys of more than 500 workers employed in office environments and more than 1,200 senior managers at companies in Canada



**How can administrative professionals make themselves more marketable? Polish their communication skills. Advanced Microsoft Excel skills are also in demand.**

— OfficeTeam recruiter in the West Island, Quebec





## Critical soft skills

As administrative professionals move into positions requiring greater problem solving, strong interpersonal skills become even more critical. Hiring managers also look for a record of reliability and commitment. Increasingly, support staff are being asked to coordinate complex projects, make travel arrangements and monitor company social media accounts. To collaborate effectively with others, they must communicate clearly and tactfully.



**It's not always difficult finding French-speaking candidates. It's difficult to find French-speaking administrative superstars.**

— OfficeTeam recruiter in Toronto



## Temporary professionals

Companies are more often engaging interim administrative support. This approach is ideal for needs that are not ongoing or require skills that don't exist internally. In addition, a temporary-to-hire arrangement allows both a manager and a candidate to assess firsthand whether the relationship is likely to be a mutually beneficial, long-term fit.

### Training to address skills gaps

**86%** of HR managers are willing to hire and train a candidate who lacks required skills.

**58%** of workers landed a job when they didn't match the exact qualifications.

Source: Robert Half surveys of more than 300 HR managers and more than 500 workers employed in office environments in Canada

# ADMINISTRATIVE SALARIES

## CANADA

	TITLE	PERCENTILES			
		25 <sup>TH</sup>	50 <sup>TH</sup>	75 <sup>TH</sup>	95 <sup>TH</sup>
<b>Administrative</b>	Senior Executive Assistant	58,500	63,750	75,000	89,250
	Executive Assistant	49,750	56,750	65,250	75,000
	Senior Administrative Assistant	47,500	53,000	60,000	72,500
	Administrative Assistant	36,000	41,500	47,250	57,000
	Entry-Level Administrative Assistant	32,500	35,750	41,000	52,500
	Marketing Assistant	35,500	39,000	47,250	59,250
	Sales Assistant	37,750	42,250	51,250	60,500
	Specialized Assistant – Legal	37,000	41,000	48,500	61,250
	Property Management Assistant	34,250	39,000	43,500	52,000
	Mortgage Assistant	37,500	41,250	48,500	54,000
	Project Assistant/Coordinator	45,000	50,750	58,250	67,250
Purchasing Assistant	41,500	46,750	54,250	59,500	
<b>Management</b>	Office Manager	45,500	49,250	59,000	76,750
	Facilities Manager	55,000	62,250	71,750	91,000

All salaries listed on  
Pages 17-19 are in  
Canadian dollars.

**ADMINISTRATIVE  
SALARIES**  
Canada

	TITLE	PERCENTILES			
		25 <sup>TH</sup>	50 <sup>TH</sup>	75 <sup>TH</sup>	95 <sup>TH</sup>
<b>Office Services</b>	Office/Facilities Coordinator/Assistant	31,250	35,750	38,000	45,750
	Office Clerk	31,750	33,750	37,750	43,500
	Mail Assistant/Clerk	32,000	34,000	39,750	43,500
	File Clerk	31,250	33,500	38,750	42,000
	Claims Processor	36,250	39,750	45,000	50,000
	Logistics Clerk	35,500	39,500	46,500	57,750
	Dispatcher	36,500	39,750	46,250	52,500
	Document Control Clerk	31,750	38,500	44,500	55,250
	Proofreader	49,000	55,750	63,750	68,000
	Presentation Specialist	47,250	53,750	60,250	70,250
<b>Data Entry</b>	Senior Data Entry Specialist	34,750	38,250	44,750	51,000
	Data Entry Specialist	31,750	34,500	39,250	47,500
	Senior Order Entry Specialist	38,750	44,000	48,750	54,000
	Order Entry Specialist	33,000	40,750	45,000	48,750
<b>Reception</b>	Front Desk Coordinator	35,500	40,000	45,750	52,000
	Receptionist	34,000	37,250	43,250	50,500

**ADMINISTRATIVE  
SALARIES**  
Canada

	TITLE	PERCENTILES			
		25 <sup>TH</sup>	50 <sup>TH</sup>	75 <sup>TH</sup>	95 <sup>TH</sup>
<b>Customer Service/ Call Center</b>	Customer Service Manager	54,000	59,000	78,000	92,750
	Senior Customer Service Representative	41,500	46,750	51,250	61,500
	Customer Service Representative	32,000	35,750	38,750	48,500
	Call Center Manager	53,000	60,500	70,250	85,250
	Senior Call Center Representative	43,000	48,500	55,750	70,250
	Call Center Representative	34,750	40,000	44,500	50,250
<b>Human Resources</b>	HR Benefits Specialist/Coordinator	50,750	56,750	62,500	67,750
	HR Recruiting Specialist/Coordinator	41,500	49,000	54,500	61,500
	HR Assistant	40,000	45,250	50,250	58,000
<b>Administrative Healthcare</b>	Medical Receptionist	36,500	40,000	46,000	57,000
	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	37,750	44,250	50,000	69,000
	Medical Secretary/ Administrative Assistant	35,000	37,500	46,250	57,000

# ADJUSTING SALARIES FOR CANADIAN CITIES

Calculate starting salaries for specific roles with the **Salary Calculator**.

The salary ranges in our guide are backed by OfficeTeam data, the expertise of our local staffing managers, independent research and OfficeTeam surveys of senior executives across North America. To customize compensation for your area, increase or decrease the national salary reported on previous pages by the percentage for your city. Market variances are reflective of all industries and professions.

## Alberta

Calgary +5.2%  
Edmonton +3.2%

## British Columbia

Fraser Valley +1.8%  
Vancouver +4.9%  
Victoria -2.2%

## Manitoba

Winnipeg -5%

## Ontario

Kitchener/  
Waterloo -2.5%  
Ottawa +0.5%  
Toronto +5%

## Quebec

Montreal +3.1%  
Quebec City -6%

## Saskatchewan

Regina -5.1%  
Saskatoon -3.5%

# TRENDS IN BENEFITS, PERKS AND INCENTIVES

## MOST COMMON BENEFITS OFFERED BY EMPLOYERS\*

The percentage of companies that offer each benefit:

Health insurance



Paid time off\*\*



Dental insurance



Retirement savings plan



Vision insurance



\* Multiple responses were permitted. Top responses are shown.

\*\* Paid time off includes vacation, sick days and paid holidays.

\*\*\* The responses do not total 100% due to rounding.

## WELLNESS PROGRAMS\*\*\*

Companies are offering a range of benefits that extend beyond traditional health insurance. Here is a summary of other types of benefits and how costs are allocated.

	Physical Wellness (e.g., gym access)	Mental Wellness (e.g., stress reduction)	Financial Wellness (e.g., retirement planning)
Companies where costs are employer-paid	40%	50%	38%
Companies where costs are employee-paid	12%	10%	14%
Companies where costs are shared	11%	14%	13%
Companies that do not offer these benefits	37%	27%	35%

## WELLNESS OFFERINGS WORKERS VALUE MOST\*\*\*

The percentage of workers that value each option:

Access to fitness facilities or programs	24%
Ergonomic evaluations and equipment	22%
Wellness incentives (offering prizes for engaging in healthy behavior)	18%
Healthy food options	14%
Stress management resources	14%
On-site vaccinations or health screenings	9%

## MOST COMMON PERKS OFFERED BY EMPLOYERS\*

The percentage of companies that offer each benefit:



**50%**

Flexible work schedules or telecommuting options



**47%**

Paid parental leave



**42%**

Employee discounts  
(e.g., auto, home, electronics)



**35%**

Company-subsidized meals or snacks



**32%**

Paid time off for volunteer activities



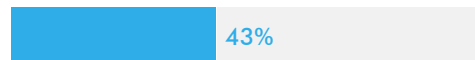
**29%**

Matching gifts program for employee donations/fundraising

## CHANGES TO INCENTIVE OFFERINGS\*

The percentage of companies that plan to make the following changes to their incentive offerings in 2020:

Increase the average dollar amount



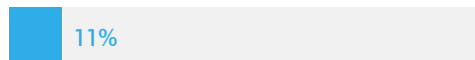
Increase the frequency (e.g., from annual to quarterly)



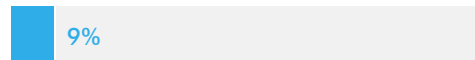
Add new incentives



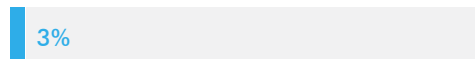
Decrease the frequency (e.g., from quarterly to annual)



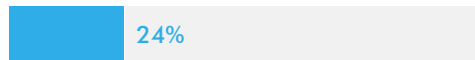
Decrease the average dollar amount



Remove incentives

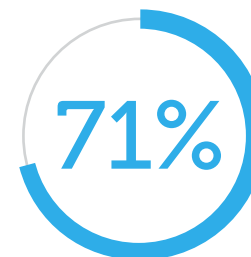


No change



## What are incentives?

- Motivational rewards
- Tied to job performance
- Examples: Spot awards, profit-sharing, bonuses, stock



**of companies plan to offer incentives to staff-level employees in 2020.**

Source: Robert Half surveys of more than 1,000 HR managers and more than 2,000 workers in North America



## HOW TO PREPARE FOR THE FUTURE OF WORK

As technology continues to transform the workplace, jobs will change, opportunities will be created, and employers will set their sights on new skill sets. Employees will need to be comfortable working with new technology, at least at the most functional level, and possess polished interpersonal abilities.

### Top ways administrative professionals' jobs will be affected by technological advancements

#### United States

- Routine responsibilities replaced
- Employee productivity enhanced
- New skills required

#### Canada

- Processes changed
- Routine responsibilities replaced
- New skills required

Source: Robert Half survey of 250 HR managers in the United States and 100 HR managers in Canada

Our research suggests the competition for these attributes in the hiring market will be tough. Of the employers surveyed across North America, 80% in the United States and 88% in Canada said it will be challenging to find professionals skilled in the new technologies their organization plans to implement. Add to that the soft skills employers say their staff will need — from leadership and strategic thinking to intellectual curiosity and emotional intelligence — and the talent pool shrinks even further.

Businesses that prepare now will be much better positioned to thrive in this new world of work.

- **Invest in your workers.** Upskilling is an investment in your future. When a workforce doesn't evolve along with technological advancements, morale declines and talented people go elsewhere for better opportunities — and career survival.
- **Look at training differently.** Helping employees make the digital leap requires learning opportunities that go deeper, occur more frequently and are more targeted.

- **Point out the level playing field.** Despite what some may think, few people today have a complete grasp of emerging tech. Let your team understand that if they set their mind to it, no one will be left behind.
- **Upskill yourself.** You don't have to be a technology guru, but as a team leader you will need a solid grounding in the technologies your company adopts.
- **Communicate change.** Disruption makes a workforce uneasy. Give staff a sense of where the company is going and what will be needed to help you get there.
- **Evaluate soft skills.** Human skills will top your must-have list. Interview for emotional intelligence and workplace culture fit as carefully as you do for hard skills.

Find out more about the future of work by downloading the [Jobs and AI Anxiety](#) report.





## ABOUT OFFICETEAM

When you need temporary administrative help to get your team through busy periods, seasonal peaks or special projects, OfficeTeam has you covered. We match businesses like yours with temporary administrative professionals who have the skills, experience and work style that best fit your needs.

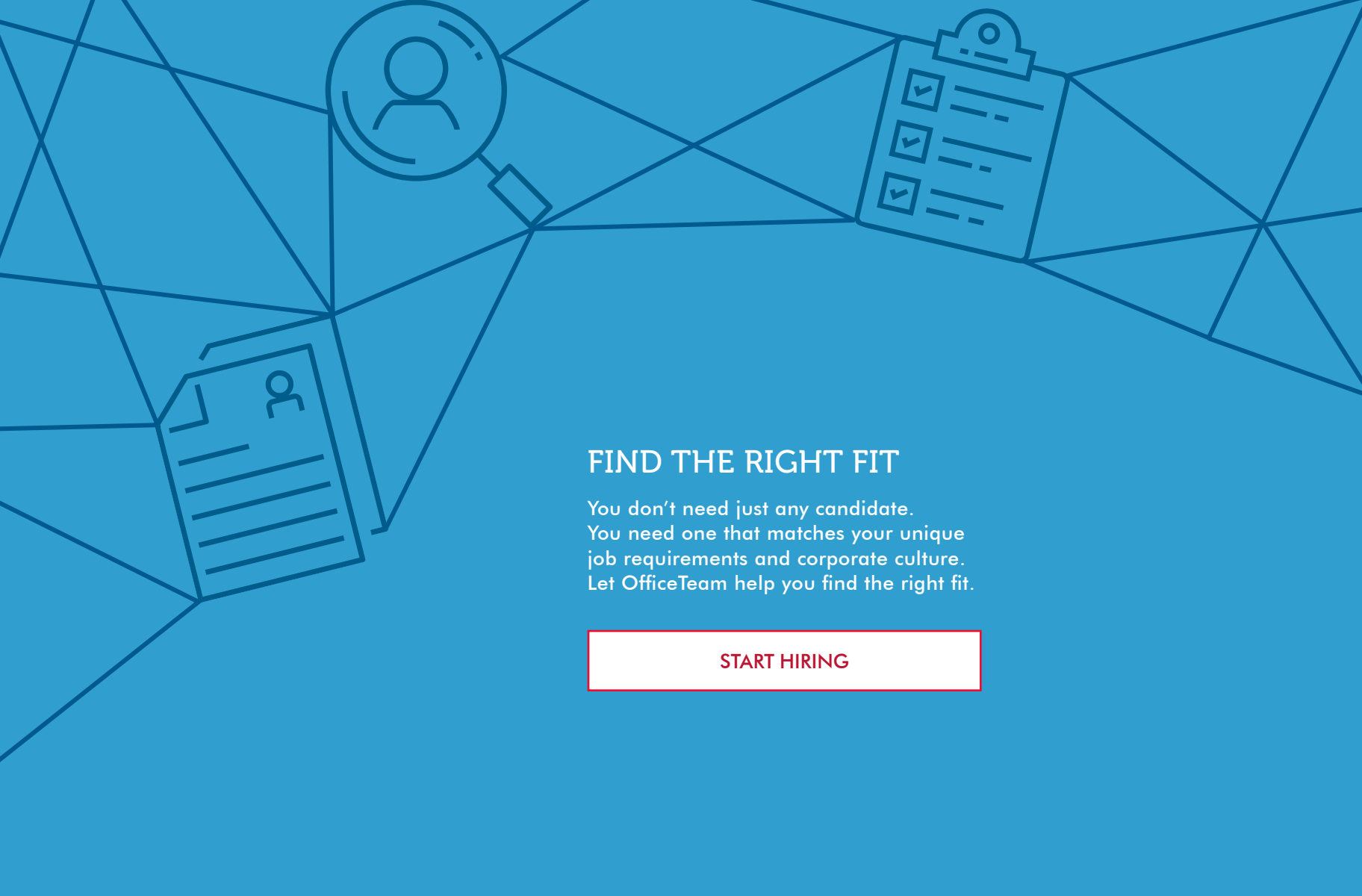
With more than 300 locations worldwide, OfficeTeam has expertise in administrative, administrative healthcare, human resources and customer service staffing. Our staffing professionals are seasoned across industries and understand the specialized needs of your business.

Our personalized service, combined with proprietary matching technology that incorporates decades of placement data, distinguishes us from other staffing firms. This blend of people with technology gives you the best of both worlds and allows us to find the right fit for your business — fast.

OfficeTeam is part of the Robert Half family, which also offers specialized staffing services in accounting and finance, technology, marketing and creative, and legal to help you meet all your hiring needs.

Let OfficeTeam do the heavy lifting throughout your hiring process. Find an office near you in the [U.S.](#) or [Canada](#) or call [1.855.560.0625](tel:1.855.560.0625) for personalized assistance.

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## FIND THE RIGHT FIT

You don't need just any candidate.  
You need one that matches your unique  
job requirements and corporate culture.  
Let OfficeTeam help you find the right fit.

[START HIRING](#)

For additional insights on hiring, management and workplace trends, see the **OfficeTeam blog**.



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