

# SALARY

GUIDE 2008



**OFFICETEAM**®

Specialized Administrative Staffing



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Dear Colleague:

In the administrative field, demand is high for professionals who can help address growing workloads stemming from business expansion. Hiring managers best positioned for success in this competitive environment are those with access to the most current compensation and employment trend information in their industries and geographic areas.

To simplify the task of gathering this data, we are pleased to provide you with the *OfficeTeam 2008 Salary Guide*. The guide is based on extensive research, including our company's ongoing surveys of senior executives and the accumulated expertise of our staffing and recruiting managers throughout the United States and Canada.

Our *2008 Salary Guide* is one of many informational resources OfficeTeam offers the businesses and professionals we serve. We look forward to assisting you with your temporary staffing needs through our more than 300 locations in North America, Europe and Australia.

Sincerely,

Max Messmer  
Chairman and CEO



The *2008 Salary Guide* from OfficeTeam provides a forecast of average starting salaries for administrative professionals in the coming year as well as a snapshot of current employment trends and other useful information for hiring managers. Businesses of all sizes have turned to our *Salary Guide* to benchmark salary levels and make better hiring decisions. Educational institutions, local and national media outlets, and research entities such as the U.S. Department of Labor's Bureau of Labor Statistics reference the guide for the latest compensation data.

## COMPILING THE SALARY RANGES

Information in the guide is derived from a wide range of sources, including the thousands of temporary placements made by our professionals throughout North America; the expected demand for certain positions; a review of actual starting salaries in 2007; an extrapolation of current trends into 2008; and exclusive research on hiring trends conducted by OfficeTeam.

In each job category, the salary ranges listed represent starting compensation only, as various hard-to-measure factors, ranging from seniority to job performance to work ethic, can affect ongoing pay. The salaries also do not include bonuses, incentives or other forms of compensation, such as benefits and retirement packages.

## ADJUSTING FOR LOCAL MARKETS

Salary ranges for each job title in the *Salary Guide* represent national averages but can be adjusted for specific geographic areas across the United States and Canada. Please refer to the Regional Hiring Trends section beginning on Page 10 for the United States and Page 16 for Canada to determine average starting salaries in your city.

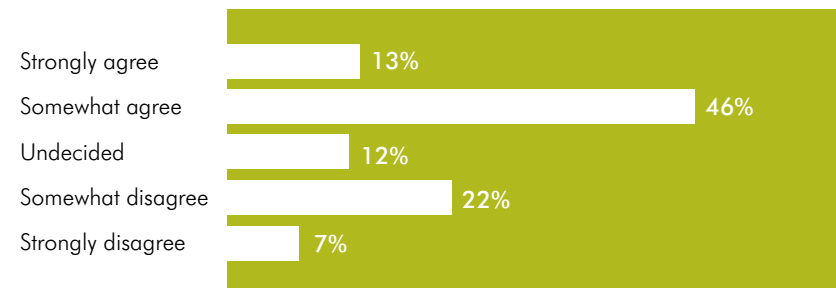
In addition, our local staffing and recruiting managers can help you tailor compensation levels to your area and industry. Please refer to the Office Directory (Pages 30-33) to locate the branch nearest you.

Business expansion and a competitive hiring environment have led to increased career opportunities for administrative professionals. Candidates with advanced skills and experience are in high demand. To attract the best people, businesses must offer not only attractive compensation but also an appealing work environment. Companies that cannot afford to increase salaries are looking at creative ways to attract and retain workers, such as providing flexible schedules, more vacation days and innovative perks.

## TRENDS IMPACTING HIRING

- **Hiring processes streamlined but still thorough** – Smart businesses know they must move rapidly when they locate an excellent candidate. To avoid costly hiring mistakes, however, companies are unwilling to settle for individuals who do not meet specific criteria. As a result, they are establishing procedures to quickly, yet thoroughly, evaluate applicants. This often requires reviewing a large number of resumes and interviewing more candidates to ensure they hire the right person for the position. Some firms require each applicant to meet with several employees at a variety of levels, either individually or through panel interviews.
- **Greater focus on work environment** – In a survey by OfficeTeam, the International Association of Administrative Professionals (IAAP) and HR.com, the vast majority (85 percent) of human resources (HR) managers polled said their companies have lost an employee because he or she was not suited to the firm's work environment. Companies that foster open communication are best positioned to attract top candidates who are evaluating a potential employer's corporate culture to ensure the right fit.

HR MANAGERS WERE ASKED TO WHAT EXTENT THEY AGREED OR DISAGREED WITH THE STATEMENT, "I've misjudged a candidate's fit for my company in the past."



Source: OfficeTeam, IAAP and HR.com survey of more than 400 HR managers

# The Hiring Environment

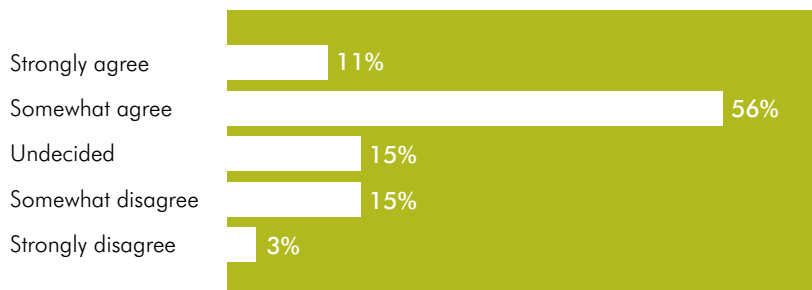


- **Temporary-to-full-time a growing preference** – More companies are using temporary assignments as a way to evaluate prospective full-time employees. This arrangement allows the company to assess a candidate’s fit within the organization over an extended period of time. It also allows job seekers to see if the position will be right for them.

## IN-DEMAND SKILLS AND ATTRIBUTES

- **Administrative experience** – Hiring managers look for applicants with three or more years of experience in the administrative field because they believe these professionals can make an immediate contribution. Companies will consider hiring an inexperienced candidate if he or she has a college or university degree, advanced technical skills or the right personality and work style for the position.
- **Industry background** – While companies usually insist that candidates have relevant work experience, hiring managers now look for job seekers with relevant industry experience as well. A background in a specific industry means the candidate already has a foundation of knowledge.

HR MANAGERS WERE ASKED TO WHAT EXTENT THEY AGREED OR DISAGREED WITH THE STATEMENT, “I would hire a candidate with good soft skills whose technical skills were lacking.”



Source: OfficeTeam, IAAP and HR.com survey of more than 400 HR managers

- **Interpersonal skills** – Administrative professionals interact with many groups, both internal and external. As a result, companies look for candidates who present a professional image and communicate well with others, whether by e-mail, by phone or in person. Human resources managers consider organizational, communication and teamwork/collaboration abilities as the interpersonal skills in greatest demand, according to the survey by OfficeTeam, IAAP and HR.com. More than half of HR managers polled said soft skills are harder to teach than technical skills, which is why they are so highly valued.
- **Initiative** – Because the role administrative professionals play is expanding, companies value individuals who demonstrate initiative and flexibility, and who are not afraid to work beyond their job descriptions. Those who can anticipate and solve problems before they escalate are considered a valuable asset by any employer. When HR managers in the OfficeTeam, IAAP and HR.com survey were asked what single quality makes an administrative professional stand out from his or her peers and earn recognition from the company, initiative was cited most frequently.
- **Technical skills** – Mastery of Microsoft Word and Excel has long been required for most administrative positions, but proficiency in Access and PowerPoint is now frequently sought as well. Administrative professionals often are the first to try out new technologies or software, and they frequently transfer this knowledge to others at their companies. Demand is increasing for candidates with experience in new and emerging applications, such as Microsoft Office 2007, contact management, accounting, payroll applications and personnel software.
- **Ongoing education** – Companies look for support professionals who demonstrate a commitment to lifelong learning. Candidates who take advantage of professional development opportunities or attain professional certifications, such as the Certified Administrative Professional (CAP), Certified Professional Secretary (CPS) or Microsoft Business Certification, are greatly valued by employers.
- **Bilingual or multilingual abilities** – As firms conduct business globally and expand internationally, job seekers who can communicate with colleagues, vendors and customers in other countries will be in greater demand.

# A Hiring Manager's Toolkit



Hiring mistakes are costly, in terms of both time and money. Consider the time spent advertising the open position, interviewing candidates and training new hires. With so much invested in the hiring process, it's wise to continually review the steps you take when bringing new staff on board.

The following sections can help you determine if a potential employee will not only perform well but also be the right fit for the job.

## EVALUATING RESUMES: HOW TO READ BETWEEN THE LINES

Resumes are designed to help applicants put their best foot forward. By reading between the lines, though, you may uncover subtle clues to the applicant's attention to detail, actual work experience and level of interest in the job.

- **Pay attention to appearance.** Typos, misspellings and formatting problems may be a sign the candidate lacks professionalism and attention to detail.
- **Look for advancement.** An applicant's work history should show a steady progression into areas of greater responsibility. But don't go by job titles alone; look at what the applicant did in each role and how important these contributions were to the employer.
- **Consider the wording.** Vague language can disguise a lack of skills or expertise. For instance, someone may be "familiar with" Microsoft Access after attending a seminar but have no hands-on experience with the software.
- **Don't jump to conclusions.** While you should be aware of potential red flags, avoid ruling out candidates based on assumptions. Someone with a short tenure at a company, for instance, may have been laid off due to budgetary issues. Likewise, a long gap in a person's work history may signal time out to pursue an advanced degree or raise a family. A brief phone conversation with an otherwise promising candidate can help you allay possible concerns.

## INTERVIEW QUESTIONS EVERY HIRING MANAGER SHOULD ASK

The interview affords the best opportunity to evaluate an individual's personality, communication abilities and potential. Here are some questions to ask:

- **Can you describe a typical day at your last job?** How interviewees describe their duties can be revealing. Do you sense enthusiasm and interest? Do the details match the information you already have? How do the responsibilities compare with the requirements of the open position?
- **What work environment brings out your best performance?** Probe for specifics. You want to find out whether this person is going to excel at your company. You also may uncover unrealistic expectations or issues that could affect future performance.
- **Why are you attracted to this job, and what skills and strengths can you bring to it?** The answer is a way to gauge an applicant's level of interest and preparation. Strong candidates will explain the value they can bring to your company.
- **What contributions have you made in your current job?** The best answers show adaptability and a willingness to take initiative. If a candidate says he or she made few notable contributions, that response can tell you something as well.

## THE SECRETS TO EFFECTIVE REFERENCE CHECKING

Speaking with a candidate's former colleagues and managers can give you the best insight on prospective hires. Here are some considerations:

- **Don't delegate.** If the employee will report directly to you, you should check the references yourself because you may have questions that do not occur to others.
- **Go beyond the obvious.** To gain candid feedback, ask the references you contact for the name of another person in the organization who can speak to the potential employee's qualifications.
- **Use the job interview as a base.** When checking references, refer to the responses you received from the candidate during the employment interview. Ask the reference for clarification on certain issues or about any inconsistencies.
- **Pick up the phone.** The best way to gather feedback from references is by calling them. This also allows you to ask spontaneous questions and detect enthusiasm, or a lack of it, in the person's tone.

For further guidance on how to evaluate prospective employees, please consult an experienced OfficeTeam representative by contacting the location nearest you.

# Administrative Salaries – United States



Position Title	2007	2008	% Change
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## ADMINISTRATIVE

Senior Executive Assistant*	\$39,000 – \$54,750	\$40,500 – \$56,750	3.7%
Executive Assistant	\$34,000 – \$44,750	\$35,000 – \$46,250	3.2%
Senior Administrative Assistant	\$30,000 – \$39,000	\$31,000 – \$40,500	3.6%
Administrative Assistant	\$26,250 – \$34,000	\$26,500 – \$35,000	2.1%
Entry-Level Administrative Assistant	\$23,000 – \$28,500	\$23,750 – \$29,000	2.4%
Senior Office/Facilities Manager	\$37,500 – \$52,000	\$38,500 – \$53,000	2.2%
Office/Facilities Manager	\$32,500 – \$42,000	\$33,000 – \$43,000	2.0%
Human Resources (HR) Assistant	\$26,500 – \$35,000	\$27,250 – \$37,500	5.3%
HR Recruiting Specialist/Coordinator	\$31,500 – \$41,000	\$32,500 – \$42,250	3.1%
HR Benefits Specialist/Coordinator	\$32,500 – \$41,750	\$33,750 – \$43,000	3.4%
Marketing Assistant	\$26,750 – \$34,000	\$27,250 – \$35,500	3.3%
Sales Assistant	\$26,250 – \$34,000	\$26,750 – \$35,000	2.5%
Specialized Assistant – Legal	\$33,500 – \$41,250	\$34,500 – \$42,250	2.7%
Property Management Assistant	\$27,250 – \$34,250	\$28,000 – \$35,250	2.8%
Mortgage/Escrow Assistant	\$25,500 – \$32,500	\$26,250 – \$33,500	3.0%
Research Assistant	\$26,750 – \$32,000	\$27,250 – \$33,250	3.0%
Project Coordinator	\$29,250 – \$39,000	\$30,000 – \$40,000	2.6%
Project Assistant	\$29,250 – \$38,500	\$29,500 – \$38,500	0.4%
Presentation Specialist	\$32,000 – \$43,000	\$34,500 – \$45,500	6.7%
Logistics Coordinator	\$28,750 – \$37,000	\$29,000 – \$37,500	1.1%
Dispatcher	\$27,500 – \$35,250	\$27,750 – \$37,000	3.2%
Document Control Clerk	\$24,750 – \$30,000	\$25,250 – \$31,250	3.2%
Proofreader	\$32,500 – \$45,750	\$34,250 – \$48,000	5.1%

## OFFICE SERVICES

Office/Facilities Coordinator	\$27,250 – \$33,000	\$27,750 – \$34,250	2.9%
Office Clerk	\$20,750 – \$25,750	\$21,000 – \$27,000	3.2%
Mail Assistant	\$19,500 – \$23,750	\$19,500 – \$25,250	3.5%
File Clerk	\$19,500 – \$23,500	\$19,750 – \$24,500	2.9%
Imaging/Scanning Specialist	\$20,250 – \$24,250	\$21,000 – \$25,000	3.4%

## DATA ENTRY

Senior Data Entry Specialist	\$24,250 – \$28,750	\$24,500 – \$30,000	2.8%
Data Entry Specialist	\$21,000 – \$26,000	\$21,500 – \$26,750	2.7%
Senior Order Entry Specialist	\$25,250 – \$29,750	\$25,750 – \$31,000	3.2%
Order Entry Specialist	\$22,500 – \$27,000	\$22,750 – \$28,000	2.5%
Word Processor	\$24,000 – \$31,250	\$24,000 – \$33,000	3.2%
Transcriptionist	\$26,000 – \$31,250	\$26,500 – \$32,500	3.1%

Position Title	2007	2008	% Change
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## SWITCHBOARD/RECEPTIONIST

Front Desk Coordinator	\$22,000 – \$28,250	\$22,500 – \$29,250	3.0%
Receptionist	\$21,000 – \$26,750	\$21,250 – \$28,000	3.1%
Switchboard Operator	\$21,500 – \$27,000	\$22,000 – \$28,000	3.1%

## CUSTOMER SERVICE/CALL CENTER

Customer Service/Call Center Manager	\$32,750 – \$50,000	\$33,500 – \$55,000	6.9%
Senior Customer Service/Call Center Representative	\$26,500 – \$38,000	\$27,500 – \$39,500	3.9%
Customer Service/Call Center Representative	\$21,500 – \$29,000	\$22,000 – \$30,000	3.0%

## ADMINISTRATIVE HEALTHCARE

Patient Registration/Admissions Clerk/Enrollment Specialist	\$23,500 – \$31,000	\$24,000 – \$31,250	1.4%
Insurance Referral Coordinator	\$24,750 – \$32,000	\$25,000 – \$32,750	1.8%
Insurance Verification Clerk	\$23,750 – \$31,750	\$24,250 – \$32,500	2.3%
Medical File Clerk/Scanner	\$21,250 – \$25,500	\$21,500 – \$26,250	2.1%
Medical Secretary/Administrative Assistant	\$28,000 – \$37,500	\$28,750 – \$37,750	1.5%
Medical Transcriptionist	\$29,500 – \$35,750	\$29,750 – \$36,250	1.1%
Medical Receptionist	\$22,000 – \$27,250	\$22,500 – \$28,000	2.5%
Medical Front Desk Coordinator	\$23,000 – \$29,000	\$23,500 – \$29,750	2.4%
Medical Office Administrator	\$36,500 – \$48,250	\$36,750 – \$51,750	4.4%
Medical Executive Assistant	\$33,000 – \$43,000	\$33,750 – \$43,750	2.0%
Medical Records Technician	\$22,000 – \$30,000	\$22,750 – \$30,750	2.9%
Medical Data Entry Specialist	\$21,750 – \$26,750	\$21,750 – \$28,000	2.6%
Senior Medical Customer Service Representative	\$27,750 – \$34,250	\$28,250 – \$35,250	2.4%
Medical Customer Service Representative	\$23,250 – \$30,000	\$23,500 – \$31,000	2.3%
Surgery Scheduler	\$26,250 – \$34,000	\$26,750 – \$34,750	2.1%
Credentialing Specialist	\$26,750 – \$33,000	\$27,250 – \$33,750	2.1%

For a glossary of job descriptions, please see Page 18.

## Notes for salary figures on Pages 8 and 9:

- Add up to 10 percent for expert multilingual abilities.
- Add up to 7 percent for Certified Administrative Professional or Certified Professional Secretary designation.
- Add up to 11 percent for Microsoft Office Specialist Certification.
- \* Add 10 percent or more for senior executive assistants supporting C-level executives in large firms.

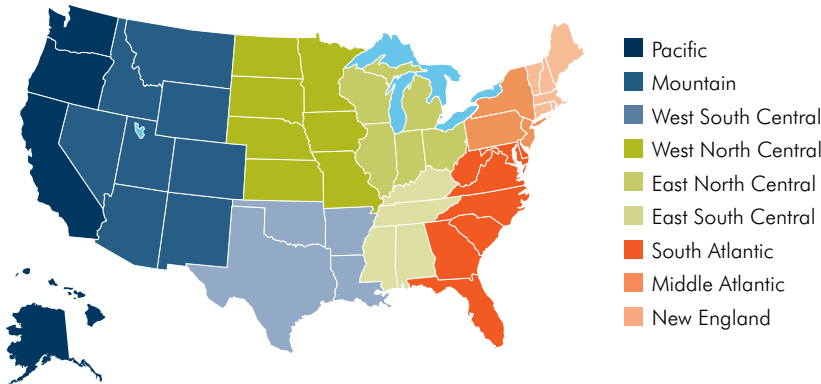
Figures listed above are average national starting salaries. To calculate the appropriate salary for your local market, please refer to Page 10 or contact an OfficeTeam staffing manager.

# Regional Hiring Trends – United States



Information in the Regional Hiring Trends section is supported by data provided by our domestic offices, the expertise of our local staffing professionals, independent research and our company’s ongoing surveys of senior executives. National starting salaries can be localized for your market using the variance index numbers for select U.S. cities in major urban areas (see Pages 11-13). 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 Philadelphia

1. Locate the position “entry-level administrative assistant” on the chart on Page 8.
2. Locate your city’s index number on the charts, Pages 11-13. (The index number for Philadelphia is 115.0.)
3. Move the decimal figure two places to the left (1.150).
4. Multiply the low end of the national starting salary range (\$23,750) by the figure in step 3 (1.150) to get \$27,313.
5. Repeat step 4 using the high end of the salary range (\$29,000) to get \$33,350.
6. The approximate starting salary range for an entry-level administrative assistant in Philadelphia is \$27,313 to \$33,350.

### Pacific: AK, CA, HI, OR, WA

**Fastest-growing industries:**  
Manufacturing, financial services, information technology

**Positions in strongest demand:**  
Data entry specialist, customer service representative, administrative assistant

#### SELECTED LOCAL VARIANCES:

Fresno..... 90.0	Ontario..... 111.0	San Jose..... 126.9
Honolulu..... 94.0	Portland..... 100.0	Seattle..... 118.0
Irvine..... 125.5	Sacramento..... 105.5	Spokane..... 82.0
Los Angeles..... 125.5	San Diego..... 121.0	
Oakland..... 125.5	San Francisco..... 130.0	

### Mountain: AZ, CO, ID, MT, NV, NM, UT, WY

**Fastest-growing industries:**  
Commercial construction, healthcare, manufacturing

**Positions in strongest demand:**  
Administrative assistant, receptionist, customer service representative

#### SELECTED LOCAL VARIANCES:

Albuquerque..... 88.0	Las Vegas..... 103.7	Salt Lake City..... 100.0
Boise..... 86.1	Phoenix..... 106.0	Tucson..... 101.0
Denver..... 102.5	Reno..... 101.0	

### West South Central: AR, LA, OK, TX

**Fastest-growing industries:**  
Commercial construction, commercial real estate, manufacturing

**Positions in strongest demand:**  
Executive assistant, customer service representative, receptionist

#### SELECTED LOCAL VARIANCES:

Austin..... 103.0	Little Rock..... 91.0	Oklahoma City..... 88.0
Dallas..... 105.0	Midland..... 93.0	San Antonio..... 94.0
Fayetteville..... 95.0	New Orleans..... 90.1	Tulsa..... 92.0
Houston..... 106.5		

Source: U.S. Department of Labor’s Bureau of Labor Statistics and OfficeTeam. Note that city index figures are reflective of all industries and are not specific to the administrative field. Industry-specific trends may also impact salaries in your area. For more information on average salaries in your city, contact the OfficeTeam location nearest you.

# Regional Hiring Trends – United States



## West North Central: IA, KS, MN, MO, NE, ND, SD

**Fastest-growing industries:** Healthcare, commercial construction, educational services  
**Positions in strongest demand:** Receptionist, administrative assistant, customer service representative

### SELECTED LOCAL VARIANCES:

Des Moines..... 94.0	Minneapolis..... 103.0	St. Louis..... 100.0
Kansas City..... 97.0	Omaha..... 94.0	

## East North Central: IL, IN, MI, OH, WI

**Fastest-growing industries:** Healthcare, financial services, manufacturing  
**Positions in strongest demand:** Customer service representative, data entry specialist, administrative assistant

### SELECTED LOCAL VARIANCES:

Chicago..... 123.0	Columbus..... 95.0	Indianapolis..... 101.0
Cincinnati..... 96.4	Detroit..... 106.1	Milwaukee..... 100.2
Cleveland..... 95.9	Grand Rapids..... 90.0	

## East South Central: AL, KY, MS, TN

**Fastest-growing industries:** Distribution, healthcare, commercial construction  
**Positions in strongest demand:** HR recruiting specialist, administrative assistant, receptionist

### SELECTED LOCAL VARIANCES:

Birmingham..... 93.5	Lexington..... 84.1	Memphis..... 95.0
Chattanooga..... 94.0	Louisville..... 92.5	Nashville..... 94.5
Knoxville..... 88.0		

## South Atlantic: DE, DC, FL, GA, MD, NC, SC, VA, WV

**Fastest-growing industries:** Financial services, healthcare, commercial real estate  
**Positions in strongest demand:** Receptionist, customer service representative, human resources assistant

### SELECTED LOCAL VARIANCES:

Atlanta..... 115.0	Greenville..... 97.2	Raleigh..... 110.0
Baltimore..... 103.0	Miami..... 115.0	Washington, D.C. 130.0
Charlotte..... 106.0	Orlando..... 104.0	Wilmington..... 100.0

## Middle Atlantic: NJ, NY, PA

**Fastest-growing industries:** Financial services, healthcare, information technology  
**Positions in strongest demand:** Data entry specialist, customer service representative, administrative assistant

### SELECTED LOCAL VARIANCES:

Albany..... 97.1	Paramus..... 119.0	Rochester..... 95.2
Buffalo..... 91.0	Philadelphia..... 115.0	Syracuse..... 93.0
New York..... 141.0	Pittsburgh..... 95.5	

## New England: CT, ME, MA, NH, RI, VT

**Fastest-growing industries:** Healthcare, financial services, information technology  
**Positions in strongest demand:** Customer service representative, receptionist, administrative assistant

### SELECTED LOCAL VARIANCES:

Boston..... 123.9	New Haven..... 118.0	Springfield..... 92.0
Hartford..... 108.1	Portland..... 95.8	Stamford/White Plains 130.0
Manchester..... 115.4	Providence..... 110.0	

Source: U.S. Department of Labor's Bureau of Labor Statistics and OfficeTeam. Note that city index figures are reflective of all industries and are not specific to the administrative field. Industry-specific trends may also impact salaries in your area. For more information on average salaries in your city, contact the OfficeTeam location nearest you.

Source: U.S. Department of Labor's Bureau of Labor Statistics and OfficeTeam. Note that city index figures are reflective of all industries and are not specific to the administrative field. Industry-specific trends may also impact salaries in your area. For more information on average salaries in your city, contact the OfficeTeam location nearest you.

# Administrative Salaries – Canada



Position Title	2007	2008	% Change
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## ADMINISTRATIVE

Senior Executive Assistant*	\$44,000 – \$56,750	\$46,000 – \$62,500	7.7%
Executive Assistant	\$39,250 – \$50,000	\$40,500 – \$52,250	3.9%
Senior Administrative Assistant	\$36,000 – \$44,500	\$37,750 – \$47,000	5.3%
Administrative Assistant	\$30,500 – \$38,750	\$32,000 – \$40,500	4.7%
Entry-Level Administrative Assistant	\$27,000 – \$31,750	\$27,750 – \$33,750	4.7%
Senior Office/Facilities Manager	\$41,500 – \$55,500	\$44,250 – \$58,750	6.2%
Office/Facilities Manager	\$35,750 – \$46,250	\$38,750 – \$50,000	8.2%
Human Resources (HR) Assistant	\$31,750 – \$40,000	\$33,250 – \$41,250	3.8%
HR Recruiting Specialist/Coordinator	\$36,500 – \$42,500	\$36,000 – \$45,750	3.5%
HR Benefits Specialist/Coordinator	\$34,000 – \$42,750	\$36,000 – \$43,250	3.3%
Marketing Assistant	\$32,000 – \$41,500	\$32,500 – \$43,000	2.7%
Sales Assistant	\$31,250 – \$39,750	\$32,000 – \$41,250	3.2%
Specialized Assistant – Legal	\$32,750 – \$39,000	\$33,500 – \$40,750	3.5%
Property Management Assistant	\$32,000 – \$40,000	\$33,750 – \$40,500	3.1%
Mortgage/Escrow Assistant	\$30,250 – \$40,000	\$34,000 – \$42,000	8.2%
Research Assistant	\$31,750 – \$40,250	\$32,750 – \$41,250	2.8%
Project Coordinator	\$34,000 – \$45,000	\$35,750 – \$47,000	4.7%
Project Assistant	\$33,500 – \$42,500	\$34,500 – \$44,000	3.3%
Presentation Specialist	\$33,750 – \$42,750	\$36,000 – \$44,500	5.2%
Logistics Coordinator	\$33,000 – \$41,750	\$35,500 – \$43,500	5.7%
Dispatcher	\$32,500 – \$39,250	\$32,750 – \$41,000	2.8%
Document Control Clerk	\$27,500 – \$35,250	\$29,000 – \$36,250	4.0%
Proofreader	\$36,500 – \$48,000	\$37,250 – \$52,000	5.6%

For a glossary of job descriptions, please see Page 18.

## Notes for salary figures on Pages 14 and 15:

- Add up to 16 percent for expert multilingual abilities.
- Add up to 7 percent for Certified Administrative Professional or Certified Professional Secretary designation.
- Add up to 11 percent for Microsoft Office Specialist Certification.

\* Add 10 percent or more for senior executive assistants supporting C-level executives in large firms.

Figures listed above are average national starting salaries. To calculate the appropriate salary for your local market, please refer to Page 17 or contact an OfficeTeam staffing manager.

All salaries listed on Pages 14 and 15 are in Canadian dollars.

Position Title	2007	2008	% Change
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## OFFICE SERVICES

Office/Facilities Coordinator	\$31,500 – \$37,500	\$33,000 – \$39,500	5.1%
Office Assistant	\$25,250 – \$30,250	\$26,500 – \$31,750	5.0%
Mail Assistant	\$24,250 – \$28,750	\$25,250 – \$30,250	4.7%
File Clerk	\$23,500 – \$27,750	\$24,500 – \$28,750	3.9%
Imaging/Scanning Specialist	\$24,500 – \$27,750	\$25,750 – \$29,250	5.3%

## DATA ENTRY

Senior Data Entry Specialist	\$26,500 – \$32,500	\$28,000 – \$34,000	5.1%
Data Entry Specialist	\$24,500 – \$30,250	\$25,750 – \$31,250	4.1%
Senior Order Entry Specialist	\$30,000 – \$35,000	\$31,000 – \$37,000	4.6%
Order Entry Specialist	\$27,750 – \$32,500	\$28,500 – \$34,500	4.6%
Word Processor	\$27,500 – \$33,500	\$28,000 – \$34,250	2.0%
Transcriptionist	\$25,250 – \$33,000	\$26,750 – \$35,250	6.4%

## SWITCHBOARD/RECEPTIONIST

Front Desk Coordinator	\$28,250 – \$35,000	\$29,750 – \$36,500	4.7%
Receptionist	\$25,500 – \$32,750	\$27,000 – \$34,250	5.2%
Switchboard Operator	\$26,000 – \$32,250	\$27,500 – \$34,250	6.0%

## CUSTOMER SERVICE/CALL CENTER

Customer Service/Call Center Manager	\$39,500 – \$62,000	\$41,000 – \$64,500	3.9%
Senior Customer Service/Call Center Representative	\$33,750 – \$41,750	\$34,500 – \$42,750	2.3%
Customer Service/Call Center Representative	\$27,000 – \$35,250	\$27,750 – \$36,250	2.8%

## ADMINISTRATIVE HEALTHCARE

Medical Records Technician	\$29,750 – \$35,250	\$31,000 – \$36,750	4.2%
Medical Secretary/Administrative Assistant	\$31,750 – \$43,750	\$34,500 – \$45,000	5.3%
Patient Registration/Admissions Clerk/Enrollment Specialist	\$28,750 – \$36,000	\$29,750 – \$37,250	3.5%
Medical Data Entry Specialist	\$26,750 – \$32,500	\$27,750 – \$33,250	3.0%
Medical Transcriptionist	\$34,500 – \$40,000	\$35,750 – \$41,250	3.4%
Medical Receptionist	\$29,000 – \$35,000	\$29,750 – \$36,250	3.1%

For a glossary of job descriptions, please see Page 18.

# Regional Hiring Trends – Canada



A strong economy and continued business expansion are creating a positive hiring outlook for administrative professionals in Canada. Companies are having difficulty locating highly skilled workers. To recruit and retain experienced employees, firms are increasing compensation levels or offering other attractive benefits such as flexible schedules, gym memberships, tuition reimbursement and bonuses based on company and personal performance.

Hiring managers seek candidates with strong technical skills, including advanced knowledge of Microsoft Word and Excel, and proficiency in Access, PowerPoint and Project. They prefer individuals with superb communication skills, strong interpersonal abilities, and a work style and personality that suit the team or department. As in the United States, firms in Canada prefer candidates with specific industry experience who require little training and can make an immediate impact. Applicants who are fluent in both English and French are highly sought.

## WHERE THE JOBS ARE

A number of Canadian industries are showing strong demand for administrative professionals. They include construction, natural resources, financial services and property management. Positions in greatest demand include executive and administrative assistant, sales and project assistant, customer service representative, and receptionist.

## CALCULATING THE LOCAL SALARY

**Example** – Senior administrative assistant in Vancouver

1. Locate the position “senior administrative assistant” on the chart on Page 14.
2. Locate your city’s index number in the box below. (The index number for Vancouver is 103.8.)
3. Move the decimal figure two places to the left (1.038).
4. Multiply the low end of the national starting salary range (\$37,750) by the figure in step 3 (1.038) to get \$39,185.
5. Repeat step 4 using the high end of the salary range (\$47,000) to get \$48,786.
6. The approximate starting salary range for a senior administrative assistant in Vancouver is \$39,185 to \$48,786.

### PROVINCE FASTEST-GROWING INDUSTRIES POSITIONS IN DEMAND

<b>ALBERTA</b>	Natural resources Construction Property management	Customer service representative Receptionist Administrative assistant
<b>BRITISH COLUMBIA</b>	Manufacturing Property management Construction	Customer service representative Administrative assistant Receptionist
<b>MANITOBA</b>	Manufacturing Transportation Construction	Administrative assistant Receptionist Executive assistant
<b>ONTARIO</b>	Financial services Property management Natural resources	Executive assistant Project coordinator Receptionist

### SELECTED LOCAL VARIANCES

<b>ALBERTA</b>	<b>ONTARIO</b>
Calgary..... 106.8	Kitchener-Waterloo..... 97.4
Edmonton..... 100.2	Ottawa..... 99.9
	Toronto..... 104.9
<b>BRITISH COLUMBIA</b>	<b>QUÉBEC</b>
Vancouver..... 103.8	Montréal..... 100.1
Victoria..... 98.3	Québec City..... 88.5
<b>MANITOBA</b>	<b>SASKATCHEWAN</b>
Winnipeg..... 95.5	Regina..... 92.5
	Saskatoon..... 91.2

# Glossary of Job Descriptions



## ADMINISTRATIVE

**SENIOR EXECUTIVE ASSISTANT** – Duties include those described for executive assistant but supports the most senior executives, particularly in large corporations. May supervise other administrative staff. Possesses advanced computer skills along with the ability to train others on system usage. A premium is paid for specific industry expertise.

**EXECUTIVE ASSISTANT** – Performs administrative duties for executive management. Responsibilities may include screening calls, making travel and meeting 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.

**SENIOR ADMINISTRATIVE ASSISTANT** – Duties include those described for administrative assistant but require more work experience within each function. Supports senior-level managers and may supervise other support staff. A premium is paid for specific industry or market experience. Advanced computer skills with the ability to train others in system usage is preferred.

**ADMINISTRATIVE ASSISTANT** – Performs administrative and office support activities for multiple supervisors. Duties

may include fielding telephone calls, receiving and directing visitors, word processing, 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 require 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.

**HUMAN RESOURCES (HR) ASSISTANT** – Responsibilities may include screening telephone calls, scheduling interviews, researching the Internet to locate potential job candidates, scanning resumes, assisting with planning new employee orientations, compiling materials and maintaining employee database records. Strong computer skills are required, as well as 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 human resources 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 and the Registered Retirement Savings Plan (RRSP) along with Human Resources Information System (HRIS). Helps register employees into benefit plans and serves as the staff's 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.

**MARKETING ASSISTANT** – Duties include those described for administrative assistant (see Page 18) but supports a marketing department exclusively. May assist both full-time employees and freelance staff. Additional duties include assisting 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 (see Page 18) but supports a sales department exclusively. May assist regional sales staff based in remote locations (i.e., not in the central office). 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 (see Page 18) but 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

# Glossary of Job Descriptions



provincial rules regarding pleadings and discovery formats, deadlines and filing requirements; be familiar with court structures, vendors and other legal resources; and have basic understanding of legal terminology.

## **PROPERTY MANAGEMENT ASSISTANT**

Duties include those described for administrative assistant (see Page 18) but supports a property management company exclusively. Assists with reviewing lease contracts, tracking rent increases, and interacting with internal and external clients at all levels. Responsible for administrative support and landlord/tenant relations, as well as accounts payable functions.

## **MORTGAGE/ESCROW ASSISTANT**

Responsible for preparing loan or escrow documents for review. May distribute signed contracts and organize loan or escrow 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.

**RESEARCH ASSISTANT** – Duties include conducting research and gathering documentation in order to compile comprehensive reports. Strong Internet navigation abilities and other computer skills required.

**PROJECT COORDINATOR** – Works with internal and external parties to organize the various components needed to initiate, run and conclude major projects. Duties include coordi-

nating 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 as 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.

**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 on how to use a particular program. Strong design sense and organizational skills required.

**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 shipment of requested items, goods or merchandise. Some background 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 qualities to possess for this position.

## **DOCUMENT CONTROL CLERK**

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

**PROOFREADER** – Edits copy to ensure proper grammar, spelling, syntax and style. Requires eye for detail, ability to use standard proofreaders' marks, and excellent knowledge of grammar and style.

## OFFICE SERVICES

### **OFFICE/FACILITIES COORDINATOR**

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 basic office equipment. May require computer and data entry skills.

**MAIL ASSISTANT** – Sorts and distributes incoming and outgoing mail. Operates manual and electronic mailing equipment.

**FILE CLERK** – Performs clerical tasks, such as systematically 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 some data entry.

**IMAGING/SCANNING SPECIALIST** – Sorts and prepares documents for imaging. Scans documents, verifies they are imaged correctly and accurately indexes images. Must have knowledge of document imaging/scanning hardware and software, and experience creating electronic copies of documents. Strong computer skills, including experience with Microsoft Office and document creation software such as Adobe Acrobat, are required.

## DATA ENTRY

**SENIOR DATA ENTRY SPECIALIST** – Duties include those described for data entry specialist but requires more work experience for each function. 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. Capable of high-volume data entry.

## Glossary of Job Descriptions



**DATA ENTRY SPECIALIST** – Inputs information from a variety of sources into a computer database. May take customer orders and enter them into a tracking system.

**SENIOR ORDER ENTRY SPECIALIST** – 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. Good communication, computer, typing and alphanumeric data entry skills required.

**ORDER ENTRY SPECIALIST** – Duties similar to those described for data entry specialist but involves more customer interaction by phone or e-mail. Checks inventory and provides shipping and pricing information. Tracks order from the time it comes in to the time a customer or company receives the product. Good communication, computer, typing and alphanumeric data entry skills required.

**WORD PROCESSOR** – Duties include creating, editing and proofing a variety of documents, including transcribed audio tapes. Proficiency with the latest word-processing software is required. Must be able to establish a filing system to retrieve and revise documents.

**TRANSCRIPTIONIST** – Duties include transcribing medical records, operative reports, discharge summaries, letters and case files. Distributes copies of documents as needed. Strong

typing and computer skills required. Knowledge of medical or legal terminology preferred.

### SWITCHBOARD/ RECEPTIONIST

**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 department and executive assistants. Depending on the size of the firm, also may answer incoming calls.

**RECEPTIONIST** – Greets visitors, handles incoming calls and performs general administrative duties. Also may assist other administrative staff with overflow work, including word processing, data entry and Internet research tasks.

**SWITCHBOARD OPERATOR** – Places, receives and routes a high volume of calls through an electronic switchboard. Supplies information to callers, relays messages and announces visitors.

### CUSTOMER SERVICE/ CALL CENTER

**CUSTOMER SERVICE/CALL CENTER MANAGER** – Hires, trains and manages members of the customer service department or call center. Resolves escalated or difficult issues regarding client complaints and other matters.

Works closely with managers in other departments, such as sales, on updating policies and procedures for client service.

**SENIOR CUSTOMER SERVICE/CALL CENTER REPRESENTATIVE** – Duties include those described for customer service/call center representative but requires stronger work experience for each function. Additional duties may include proactive communication with customers and clients via telephone, e-mail or regular mail; managing database records; drafting status reports on customer service issues; and supervising staff.

**CUSTOMER SERVICE/CALL CENTER REPRESENTATIVE** – Duties include receiving and placing telephone calls. Maintains solid customer relationships by handling questions and concerns with speed and professionalism. Performs data entry and uses software programs. Also may require research skills to troubleshoot customer problems. Excellent communication abilities and proven alphanumeric data entry skills are essential.

### ADMINISTRATIVE HEALTHCARE

**PATIENT REGISTRATION/ADMISSIONS CLERK/ENROLLMENT SPECIALIST** – Interviews incoming patients prior to admission to gather demographics, 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 room. Additional duties may include collecting co-payments, 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 that referrals have been processed correctly for medical specialty visits where required by patient insurance policies. Requires 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 governmental carriers, and offers information to patients prior to medical services being 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.

## Glossary of Job Descriptions



### **MEDICAL FILE CLERK/SCANNER –**

Maintains accurate records for quick information retrieval within a healthcare facility or medical office. Classifies, sorts, retrieves and updates office information upon request. Examines and codes incoming material numerically, alphabetically or by subject matter. Stores hard copy or computerized forms, letters, receipts, or reports. Duties may include word processing, sorting mail and operating general office equipment.

### **MEDICAL SECRETARY/ADMINISTRATIVE ASSISTANT –**

Performs duties similar to an administrative assistant (see Page 18) but in a medical office or in a health-related industry, such as insurance. Familiarity with medical terminology, claims management and filing procedures is often 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, and exceptional typing speed (70+ wpm) and accuracy. Some healthcare organizations may seek candidates with backgrounds in a specialized area.

**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.

### **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, can act as the lead for all front desk staff (including receptionists and/or schedulers), coordinates schedules for front desk, assists in managerial tasks and serves as the initial contact in problem resolution.

### **MEDICAL OFFICE ADMINISTRATOR –**

Ensures 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. Oversees all accounts receivable functions and budget for office/department.

### **MEDICAL EXECUTIVE ASSISTANT –**

Performs administrative duties similar to executive assistant (see Page 18) 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. Skills

in taking dictation and synchronizing handheld electronic organizers with office computers may be requested.

### **MEDICAL RECORDS TECHNICIAN –**

Supervises, plans and evaluates the work of clerical staff engaged in medical record processing activities. Activities 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 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 proactive communication with patients and providers via telephone, e-mail 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. Certification preferred.

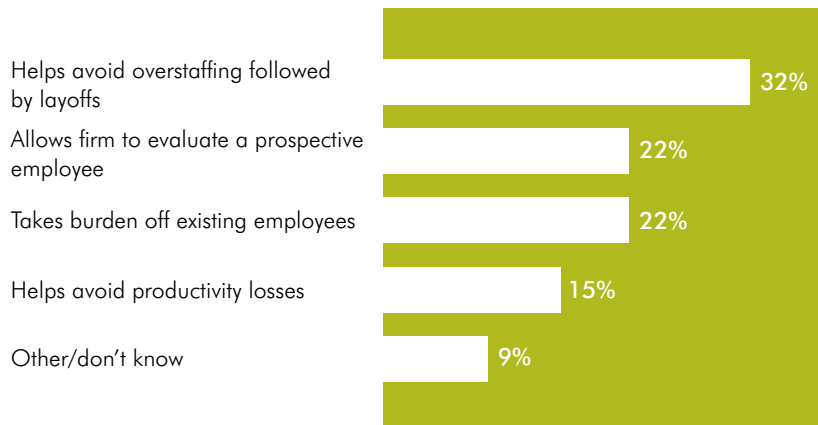
# Staffing for Success



Flexibility is essential for maintaining a competitive edge in today's business world. One way to ensure flexibility in the management of personnel resources is through a practice called strategic staffing. This proven approach enables managers to determine what combination of full-time and project employees will best meet the company's short- and long-term needs.

When temporary and interim professionals are used as part of a strategic staffing plan, they not only supplement the skills and expertise of full-time workers but also protect core employees. By using project workers as a staffing buffer, managers are able to seamlessly staff up or down as workloads dictate.

EXECUTIVES WERE ASKED, "What is the most important benefit of using temporary workers?"



Source: OfficeTeam survey of 150 senior executives at America's 1,000 largest companies and 100 senior executives in Canada

Using highly skilled project professionals helps companies:

- **Avoid overhiring.** Having to lay off staff can be costly and detrimental to employee morale. Project professionals can help companies meet productivity demands while preventing the ramifications of overhiring.
- **Close the gap.** Interim employees can fill in for full-time staff during extended absences or candidate searches.
- **Tap into critical talent.** Certain initiatives may demand specialized skills that are not currently available internally. By bringing in a temporary professional with proven abilities, companies have immediate access to the necessary skills and experience.
- **Meet short-term needs.** Many projects require added personnel for a brief period of time but do not justify the hiring of full-time employees.
- **Evaluate potential staff.** Hiring someone on an interim basis is an effective method of gauging his or her skills and expertise prior to extending a full-time employment offer.

## SIGNS YOUR FIRM SHOULD STAFF MORE STRATEGICALLY

- Excessive and costly overtime
- High turnover
- Unusual absenteeism levels
- Missed deadlines
- Poor quality work
- Low employee morale
- Lack of discussion, analysis or planning for staffing needs
- Scrambling for workers during periods of high activity



OfficeTeam is a division of Robert Half International, the worldwide leader in specialized consulting and staffing services. Robert Half operates six other professional staffing divisions and is the parent company of Protiviti Inc., a leading provider of independent internal audit and risk consulting services. Our other staffing divisions include:

- Accountemps for highly skilled temporary accounting, finance and bookkeeping professionals
- Robert Half Finance & Accounting for experienced accounting and finance professionals on a full-time basis
- Robert Half Management Resources for senior-level accounting and finance professionals on a project and interim basis
- Robert Half Technology for information technology professionals
- Robert Half Legal for temporary, project and full-time staffing of attorneys, paralegals and legal support personnel
- The Creative Group for creative, advertising, marketing and web design professionals

Your OfficeTeam staffing or recruiting manager can help you locate skilled, experienced professionals in any of the fields we serve by connecting you with other members of Robert Half's worldwide team in 19 countries and more than 350 locations. Our unique ability to offer this complete staffing solution for your business is just one more advantage of working with the industry leader.

## THE VALUE OF SPECIALIZATION

When it comes to locating skilled temporary, full-time or project professionals, the most effective strategy is to work with a staffing firm that specializes in your field. Our staffing and recruiting managers have deep networks within the administrative community, which give them access to the most highly skilled administrative professionals, including many not actively searching for new employment. Our specialization also allows us to:

- Quickly respond to our clients' needs
- Locate administrative professionals who can contribute immediately in any office environment
- Deliver superior customer service

In addition, we maintain a long-standing alliance with the International Association of Administrative Professionals, the leading professional organization for administrative support staff.

## TRAINING AND CERTIFICATION

Employers look for job candidates who have taken the initiative to gain new skills in their fields through accredited training courses and online instruction. Industry-recognized accreditations such as the Certified Administrative Professional credential assure hiring managers that potential employees have the knowledge to do the job, are committed to their profession and take a long-term view of their career development. Because OfficeTeam understands the value of training and certification, we offer our candidates access to free continuing professional education credits and courses available via SkillSoft, a leading online training provider.

## THE LEADING RESOURCE

When you work with OfficeTeam, you have at your disposal our history of experience addressing the management and career challenges of a wide variety of businesses and job seekers. Throughout the year, we compile data, trends and insights we uncover through our daily contact with clients and candidates and our extensive research on employment and workplace issues. We offer this information in the form of complimentary booklets, articles, white papers and many other materials. You can obtain copies of any of these resources by calling us at **1.800.804.8367** or visiting [www.officeteam.com](http://www.officeteam.com).

# Office Directory



## UNITED STATES

### ALABAMA

Birmingham . . . . . (205) 968-9990

### ARIZONA

Mesa . . . . . (480) 898-9200  
 Phoenix . . . . . (602) 224-2435  
 Phoenix – West . . . . . (602) 944-2517  
 Scottsdale . . . . . (480) 948-6682  
 Tucson . . . . . (520) 584-3490

### ARKANSAS

Fayetteville . . . . . (479) 521-5789  
 Little Rock . . . . . (501) 954-7500

### CALIFORNIA

Bakersfield . . . . . (661) 864-1611  
 Burbank . . . . . (818) 391-5501  
 Carlsbad . . . . . (760) 603-9585  
 Cerritos . . . . . (562) 356-1032  
 City of Industry . . . . . (562) 908-1828  
 Fairfield . . . . . (707) 422-0726  
 Fremont . . . . . (510) 744-6486  
 Fresno . . . . . (559) 439-6004  
 Huntington Beach . . . . . (714) 622-3934  
 Irvine . . . . . (949) 833-9972  
 La Jolla . . . . . (858) 452-8858  
 Laguna Niguel . . . . . (949) 364-3443  
 Long Beach . . . . . (562) 436-0527  
 Los Angeles . . . . . (213) 629-1589  
 Los Angeles – LAX . . . . . (310) 343-4067  
 Modesto . . . . . (209) 576-7790  
 Monterey . . . . . (831) 241-9043  
 Novato . . . . . (415) 892-6662  
 Oakland . . . . . (510) 839-0539  
 Ontario . . . . . (909) 945-2282  
 Orange . . . . . (714) 450-9838  
 Oxnard . . . . . (805) 981-3644  
 Palm Springs . . . . . (760) 836-1877  
 Palo Alto . . . . . (650) 812-9780  
 Pasadena . . . . . (626) 463-2031  
 Pleasanton . . . . . (925) 847-9670  
 Rancho Bernardo . . . . . (858) 848-2901  
 Rancho Cordova . . . . . (916) 852-1705  
 Riverside . . . . . (951) 779-9081  
 Roseville . . . . . (916) 782-8840  
 Sacramento . . . . . (916) 922-5770  
 San Diego . . . . . (619) 234-3078  
 San Francisco . . . . . (415) 434-2429  
 San Jose . . . . . (408) 293-8611  
 San Mateo . . . . . (650) 286-0927  
 Santa Barbara . . . . . (805) 882-0049  
 Santa Clara . . . . . (408) 844-9184  
 Santa Rosa . . . . . (707) 578-2232

Stockton . . . . . (209) 513-9884  
 Temecula . . . . . (951) 326-2913  
 Torrance . . . . . (310) 768-8098  
 Visalia . . . . . (559) 733-7661  
 Walnut Creek . . . . . (925) 930-7766  
 West Covina . . . . . (626) 404-0068  
 Westlake Village . . . . . (805) 496-6443  
 Westwood . . . . . (310) 209-6811  
 Woodland Hills . . . . . (818) 703-8818

### COLORADO

Aurora . . . . . (720) 747-1200  
 Boulder . . . . . (303) 248-2028  
 Colorado Springs . . . . . (719) 532-9300  
 Denver . . . . . (303) 296-4900  
 Englewood . . . . . (303) 694-9700  
 Fort Collins . . . . . (970) 266-0600  
 Lakewood . . . . . (303) 987-8696

### CONNECTICUT

Danbury . . . . . (203) 791-1491  
 Hartford . . . . . (860) 278-7293  
 New Haven . . . . . (203) 562-9460  
 Shelton . . . . . (203) 929-7008  
 Stamford . . . . . (203) 357-1766

### DELAWARE

Wilmington . . . . . (302) 252-3163

### DISTRICT OF COLUMBIA

Washington, D.C. . . . . (202) 626-0130

### FLORIDA

Boca Raton . . . . . (561) 994-9833  
 Brandon . . . . . (813) 623-6982  
 Fort Lauderdale . . . . . (954) 760-4940  
 Fort Myers . . . . . (239) 985-2240  
 Heathrow . . . . . (407) 804-1620  
 Jacksonville – Downtown . . . . . (904) 358-6117  
 Melbourne . . . . . (321) 610-9865  
 Miami – Coral Gables . . . . . (305) 445-4662  
 Miami – Downtown . . . . . (305) 374-5380  
 Miramar . . . . . (305) 421-1952  
 Naples . . . . . (239) 643-5901  
 Orlando . . . . . (407) 481-9965  
 Port St. Lucie . . . . . (772) 403-8123  
 Sarasota . . . . . (941) 366-6396  
 St. Petersburg . . . . . (727) 576-6621  
 Tampa . . . . . (813) 301-8933  
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