



2021 Alberta Wage and Salary Survey

Business, building and other support services industry summary report

Overview

The Alberta Wage and Salary Survey is undertaken by the Alberta government to provide current wage rates and skill shortage information on various occupations in Alberta, and in specific industries and economic regions. This labour market information helps Alberta employers to fine-tune their compensation and recruitment strategies, helps individuals make career and education choices, and aids the provincial government in developing effective policies and providing services.

Survey results

The survey was completed with 221 employers in the Business, building, and other support services sector who provided information on over 7,498 employees in various occupational classifications¹. Survey data were collected between January and August 2021. Alberta Wage and Salary Survey results by four-digit National Occupational Classification (NOC) for all of Alberta, by industry group, and by geographic area can be found at www.alis.alberta.ca/occinfo

Wages for selected occupations

The following table illustrates the wage survey results associated with some common occupations within this industry². The tables below present results for three-digit NOC minor groups and for four-digit NOCs.

¹The estimated sample error at the establishment level for overall results for this industry is estimated to be $\pm 6.7\%$ at a 95% confidence level (i.e., 19 times out of 20) taking into account the sample design effect associated with over/under sampling and data weighting.

²Occupations were selected as the top occupations in terms of number of employees as per Statistics Canada 2016 Census for this industry and supplemented by other occupations frequently reported by industry employers. Only occupations with a minimum number of reportable observations were selected. Some occupations common to this industry may not be listed if sufficient reliable data were not available.

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
Common Business, Managerial, Administrative, and Clerical Occupations							
001 Legislators and senior management	19	35	C	39.7	\$59.38	\$81.33	\$77.21
011 Administrative services managers	26	46	B	37.9	\$38.57	\$48.92	\$45.28
0111 Financial managers	14	17	C	38.3	\$38.99	\$43.73	\$42.15
0114 Other administrative services managers	11	15	C	37.5	n/a	\$49.46	\$44.12
012 Managers in financial and business services	22	40	B	38.6	\$32.65	\$45.91	\$39.19
0125 Other business services managers	18	33	C	39.6	\$31.11	\$43.18	\$37.61
062 Retail and wholesale trade managers	17	32	C	39.9	\$33.04	\$70.05	\$47.00
0621 Retail and wholesale trade managers	17	32	C	39.9	\$33.04	\$70.05	\$47.00
065 Managers in customer and personal services, n.e.c.	14	37	C	37.3	\$25.03	\$35.66	\$28.65
0651 Managers in customer and personal services, n.e.c.	14	37	C	37.3	\$25.03	\$35.66	\$28.65
071 Managers in construction and facility operation and maintenance	17	50	C	43.1	\$36.67	\$48.24	\$40.09

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
0714 Facility operation and maintenance managers	13	38	C	44.4	\$33.05	\$47.65	\$37.56
091 Managers in manufacturing and utilities	15	22	C	40.2	\$49.76	\$63.52	\$59.38
0912 Utilities managers	11	14	C	40.3	\$59.24	\$73.65	\$70.54
111 Auditors, accountants and investment professionals	12	20	C	34.1	n/a	\$52.50	\$43.75
1111 Financial auditors and accountants	12	20	C	34.1	n/a	\$52.50	\$43.75
112 Human resources and business service professionals	18	22	C	36.3	\$28.50	\$33.90	\$31.36
1123 Professional occupations in advertising, marketing and public relations	15	16	C	34.8	\$26.98	\$31.85	\$28.93
121 Administrative services supervisors	15	31	C	38.7	\$27.50	\$48.96	\$38.70
1215 Supervisors, supply chain, tracking and scheduling co-ordination occupations	8	23	D	39.5	\$28.70	\$54.84	\$42.01
122 Administrative and regulatory occupations	52	131	A	37.7	\$26.67	\$36.95	\$30.90
1221 Administrative officers	39	82	B	37.0	\$25.54	\$36.70	\$29.96
1223 Human resources and recruitment officers	11	31	C	38.9	\$26.12	\$34.96	\$30.16

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
124 Office administrative assistants - general, legal and medical	47	96	A	35.9	\$20.74	\$30.11	\$24.74
1241 Administrative assistants	46	95	A	35.9	\$20.63	\$29.96	\$24.59
131 Finance, insurance and related business administrative occupations	14	29	C	36.6	\$28.28	\$37.19	\$33.74
1311 Accounting technicians and bookkeepers	13	14	C	32.3	\$25.22	\$31.06	\$29.35
141 General office workers	36	89	B	36.2	\$18.09	\$26.26	\$21.09
1411 General office support workers	19	30	C	36.7	\$20.06	\$27.99	\$23.45
1414 Receptionists	15	55	C	35.7	\$16.52	\$24.97	\$19.15
143 Financial, insurance and related administrative support workers	31	64	B	35.9	\$23.10	\$32.61	\$28.19
1431 Accounting and related clerks	27	52	B	35.9	\$21.93	\$33.22	\$27.78
145 Library, correspondence and other clerks	11	75	C	38.2	\$17.88	\$26.45	\$21.75
1452 Correspondence, publication and regulatory clerks	11	75	C	38.2	\$17.88	\$26.45	\$21.75
152 Supply chain logistics, tracking and scheduling co-ordination occupations	18	56	C	38.2	\$20.50	\$31.21	\$26.17

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
1525 Dispatchers	10	22	C	36.4	\$22.54	\$33.01	\$27.89

Common Professional, Technical, Skilled, and Labour Occupations

222 Technical occupations in life sciences	16	182	B	36.3	\$18.69	\$23.64	\$20.40
2225 Landscape and horticulture technicians and specialists	16	182	B	36.3	\$18.69	\$23.64	\$20.40
226 Other technical inspectors and regulatory officers	18	37	C	30.2	\$26.64	\$35.43	\$32.97
2263 Inspectors in public and environmental health and occupational health and safety	15	33	C	29.6	\$26.17	\$34.37	\$31.62
631 Service supervisors	17	77	C	37.5	\$21.53	\$26.42	\$24.23
6315 Cleaning supervisors	8	29	D	37.9	\$24.73	\$29.12	\$26.38
654 Security guards and related security service occupations	11	817	C	37.3	\$15.31	\$21.14	\$17.19
6541 Security guards and related security service occupations	11	817	C	37.3	\$15.31	\$21.14	\$17.19
655 Customer and information services representatives	10	50	C	37.4	n/a	\$29.82	\$25.80
6552 Other customer and information services representatives	10	50	C	37.4	n/a	\$29.82	\$25.80

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
673 Cleaners	38	2,330	B	28.9	\$16.79	\$21.94	\$18.85
6731 Light duty cleaners	17	1,484	C	29.2	\$16.99	\$19.73	\$18.30
6733 Janitors, caretakers and building superintendents	18	831	C	28.4	\$15.94	\$25.89	\$19.63
731 Machinery and transportation equipment mechanics (except motor vehicles)	12	32	C	35.4	\$40.81	\$43.94	\$42.24
7312 Heavy-duty equipment mechanics	11	31	C	35.2	\$40.69	\$43.79	\$42.14
732 Automotive service technicians	10	42	C	40.0	\$29.18	\$41.18	\$33.44
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	10	42	C	40.0	\$29.18	\$41.18	\$33.44
745 Longshore workers and material handlers	18	183	B	36.4	\$18.10	\$22.06	\$19.93
7452 Material handlers	18	183	B	36.4	\$18.10	\$22.06	\$19.93
751 Motor vehicle and transit drivers	39	367	B	41.4	\$23.56	\$31.06	\$27.67
7511 Transport truck drivers	35	353	B	41.4	\$23.65	\$31.24	\$27.85
752 Heavy equipment operators	26	155	B	38.9	\$24.06	\$31.30	\$27.19

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
7521 Heavy equipment operators (except crane)	18	102	C	38.2	\$23.38	\$31.65	\$26.53
7522 Public works maintenance equipment operators and related workers	8	53	D	40.2	\$25.30	\$30.66	\$28.42
761 Trades helpers and labourers	13	102	C	35.4	\$17.47	\$21.60	\$19.74
7611 Construction trades helpers and labourers	9	78	D	34.6	\$16.65	\$22.01	\$19.59
825 Contractors and supervisors, agriculture, horticulture and related operations and services	16	123	C	45.8	\$25.91	\$34.33	\$27.31
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	16	123	C	45.8	\$25.91	\$34.33	\$27.31
861 Harvesting, landscaping and natural resources labourers	32	405	A	43.1	\$19.15	\$25.02	\$22.17
8612 Landscaping and grounds maintenance labourers	28	393	B	43.2	\$19.12	\$25.03	\$22.16
921 Supervisors, processing and manufacturing occupations	11	134	D	39.8	\$20.70	\$53.83	\$24.90
9212 Supervisors, petroleum, gas and chemical processing and utilities	9	129	C	39.9	\$19.64	\$53.74	\$23.93

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	# of Employees	Data Reliability Code	Avg. Hours Worked per Week	Avg. Starting Pay	Avg. Top Pay	Overall Average Pay for All Employees
961 Labourers in processing, manufacturing and utilities	28	177	B	39.8	\$18.44	\$32.32	\$21.94
9613 Labourers in chemical products processing and utilities	14	59	B	39.1	\$19.75	\$41.68	\$23.22
9619 Other labourers in processing, manufacturing and utilities	13	88	C	39.6	\$17.37	\$28.74	\$21.52

“n” in the above table represents the number of employers who indicated at least one employee in an occupation. For example, 13 employers combined reported wages for 102 Trades helpers and labourers (NOC 761).

Averages are calculated using data weighted by establishment to account for survey non-response (stratified by region, industry group and employer size) and by number of employees reported.

“n/a” indicates that results have been suppressed due to missing data for some employers or due to calculation anomalies.

Data Reliability Codes are based on coefficient of variation as an indicator of general reliability: “A”: coefficient of variation of less than or equal to $\pm 6.00\%$, “B”: from $\pm 6.01\%$ to $\pm 15.00\%$, “C”: from $\pm 15.01\%$ to $\pm 33.00\%$, “D”: more than $\pm 33.01\%$.

Job vacancies and hiring difficulties – selected occupations

The following table illustrates the job vacancy survey results associated with some common occupations within the Business, building and other support services industry as cited by survey respondents and confirmed through review of the data.

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
Common Business, Managerial, Administrative, and Clerical Occupations					
001 Legislators and senior management	18	26%	n/a	0%	n/a
011 Administrative services managers	23-24	24%	5%	0%	n/a
0111 Financial managers	12	21%	n/a	0%	n/a
0114 Other administrative services managers	10	21%	n/a	0%	n/a
012 Managers in financial and business services	21	2%	n/a	0%	n/a
0125 Other business services managers	18	0%	n/a	0%	n/a
062 Retail and wholesale trade managers	16	17%	n/a	0%	n/a
0621 Retail and wholesale trade managers	16	17%	n/a	0%	n/a
065 Managers in customer and personal services, n.e.c.	13-14	14%	n/a	1%	n/a
0651 Managers in customer and personal services, n.e.c.	13-14	14%	n/a	1%	n/a
071 Managers in construction and facility operation and maintenance	13-15	22%	n/a	0%	n/a

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
0714 Facility operation and maintenance managers	9-11	19%	n/a	0%	n/a
091 Managers in manufacturing and utilities	15	17%	n/a	11%	n/a
0912 Utilities managers	11	16%	n/a	16%	n/a
111 Auditors, accountants and investment professionals	11-12	30%	n/a	13%	n/a
1111 Financial auditors and accountants	11-12	30%	n/a	13%	n/a
112 Human resources and business service professionals	16-17	30%	0%	0%	n/a
1123 Professional occupations in advertising, marketing and public relations	14-15	29%	n/a	0%	n/a
121 Administrative services supervisors	14	46%	12%	6%	3.8%
1215 Supervisors, supply chain, tracking and scheduling co-ordination occupations	7	43%	n/a	12%	6.2%
122 Administrative and regulatory occupations	48-50	31%	24%	0%	n/a
1221 Administrative officers	36-37	25%	41%	0%	n/a

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
1223 Human resources and recruitment officers	11	51%	9%	0%	n/a
124 Office administrative assistants - general, legal and medical	43-44	21%	41%	2%	1.0%
1241 Administrative assistants	42-43	22%	41%	2%	1.0%
131 Finance, insurance and related business administrative occupations	13	8%	n/a	0%	n/a
1311 Accounting technicians and bookkeepers	12	0%	n/a	0%	n/a
141 General office workers	33	45%	7%	0%	n/a
1411 General office support workers	17	25%	28%	0%	n/a
1414 Receptionists	14	58%	0%	0%	n/a
143 Financial, insurance and related administrative support workers	27-28	37%	4%	0%	n/a
1431 Accounting and related clerks	23-24	29%	7%	0%	n/a
145 Library, correspondence and other clerks	11	63%	31%	6%	2.0%

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
1452 Correspondence, publication and regulatory clerks	11	63%	31%	6%	2.0%
152 Supply chain logistics, tracking and scheduling co-ordination occupations	14-15	18%	n/a	0%	n/a
1525 Dispatchers	8	14%	n/a	0%	n/a
Common Professional, Technical, Skilled, and Labour Occupations					
222 Technical occupations in life sciences	14-15	57%	83%	14%	2.2%
2225 Landscape and horticulture technicians and specialists	14-15	57%	83%	14%	2.2%
226 Other technical inspectors and regulatory officers	15-16	32%	n/a	9%	4.1%
2263 Inspectors in public and environmental health and occupational health and safety	13-14	38%	n/a	10%	4.3%
631 Service supervisors	15-16	31%	0%	0%	n/a
6315 Cleaning supervisors	6-7	19%	n/a	0%	n/a
654 Security guards and related security service occupations	10	91%	29%	42%	5.6%

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
6541 Security guards and related security service occupations	10	91%	29%	42%	5.6%
655 Customer and information services representatives	8	36%	n/a	0%	n/a
6552 Other customer and information services representatives	8	36%	n/a	0%	n/a
673 Cleaners	34-36	60%	22%	15%	n/a
6731 Light duty cleaners	14-16	69%	17%	16%	n/a
6733 Janitors, caretakers and building superintendents	16-17	56%	15%	8%	1.6%
731 Machinery and transportation equipment mechanics (except motor vehicles)	9-11	33%	n/a	0%	n/a
7312 Heavy-duty equipment mechanics	8-10	36%	n/a	0%	n/a
732 Automotive service technicians	10	31%	n/a	0%	n/a
7321 Automotive service technicians, truck and bus mechanics and mechanical repairers	10	31%	n/a	0%	n/a
745 Longshore workers and material handlers	16-17	62%	71%	1%	n/a

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
7452 Material handlers	16-17	62%	71%	1%	n/a
751 Motor vehicle and transit drivers	36-37	69%	60%	15%	4.9%
7511 Transport truck drivers	32-33	74%	58%	14%	3.9%
752 Heavy equipment operators	23-25	69%	48%	8%	3.7%
7521 Heavy equipment operators (except crane)	15-17	76%	53%	13%	6.1%
7522 Public works maintenance equipment operators and related workers	8	56%	34%	0%	n/a
761 Trades helpers and labourers	12-13	45%	30%	3%	1.8%
7611 Construction trades helpers and labourers	9	66%	36%	5%	1.9%
825 Contractors and supervisors, agriculture, horticulture and related operations and services	12-14	64%	70%	26%	n/a
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	12-14	64%	70%	26%	n/a
861 Harvesting, landscaping and natural resources labourers	28-30	82%	69%	35%	n/a

BUSINESS, BUILDING AND OTHER SUPPORT SERVICES INDUSTRY Selected Occupations (4-Digit NOC)	Employers Reporting (n)	% of Employers that Hired for this Occupation within the Last 2 Years	% of Employers Experiencing Hiring Difficulties (out of those hiring)	% of Employers with Vacancies of Greater than 4 Months	Job Vacancy Rate
8612 Landscaping and grounds maintenance labourers	24-26	81%	72%	37%	n/a
921 Supervisors, processing and manufacturing occupations	10-11	25%	n/a	0%	0.0%
9212 Supervisors, petroleum, gas and chemical processing and utilities	8-9	36%	n/a	0%	0.0%
961 Labourers in processing, manufacturing and utilities	26-27	69%	26%	5%	1.6%
9613 Labourers in chemical products processing and utilities	13-14	43%	4%	0%	0.0%
9619 Other labourers in processing, manufacturing and utilities	12	83%	29%	14%	3.6%

“n” in the above table represents the range of the number of employers who indicated at least one employee in an occupation and responded to individual questions about hiring difficulties and vacancies (not all employers responded to all questions).

“n/a” indicates that results have been suppressed due to missing data for some employers.

Statistics on hiring activity, hiring difficulties, and employers reporting vacancies were calculated based on *the number of employers responding* for each question, weighted by establishment for survey non-response (stratified by region, industry group and employer size).

Job Vacancy Rate for vacancies that had been unfilled for 4 months or more calculated as: *Sum of Unfilled Vacancies / (Sum of Current Employees + Sum of Unfilled Vacancies)*, with data weighted by establishment for survey non-response (stratified by industry group and employer size).

Industry Definition as per North American Industry Classification System (NAICS)

Business, building and other support services (NAICS 55-56)

The Management of companies and enterprises sector (NAICS 55) comprises of establishments primarily engaged in managing companies and enterprises and/or holding the securities or financial assets of companies and enterprises, for the purpose of owning a controlling interest in them and/or influencing their management decisions. They may undertake the function of management, or they may entrust the function of financial management to portfolio managers.

The Administrative and support, waste management and remediation services sector (NAICS 56) comprises of two different types of establishments: those primarily engaged in activities that support the day-to-day operations of other organizations; and those primarily engaged in waste management activities.

The first type of establishment is engaged in activities such as administration, hiring and placing personnel, preparing documents, taking orders from clients, collecting payments for claims, arranging travel, providing security and surveillance, cleaning buildings, and packaging and labeling products. These activities are often undertaken, in-house, by establishments found in many sectors of the economy. The establishments classified to this sector specialize in one or more of these activities and can therefore provide services to clients in a variety of industries and, in some cases, to households.

Waste management establishments are engaged in the collection, treatment and disposal of waste material, the operation of material recovery facilities, the remediation of polluted sites and the cleaning of septic tanks.

Research conducted for the Alberta Government by R.A. Malatest & Associates Ltd.