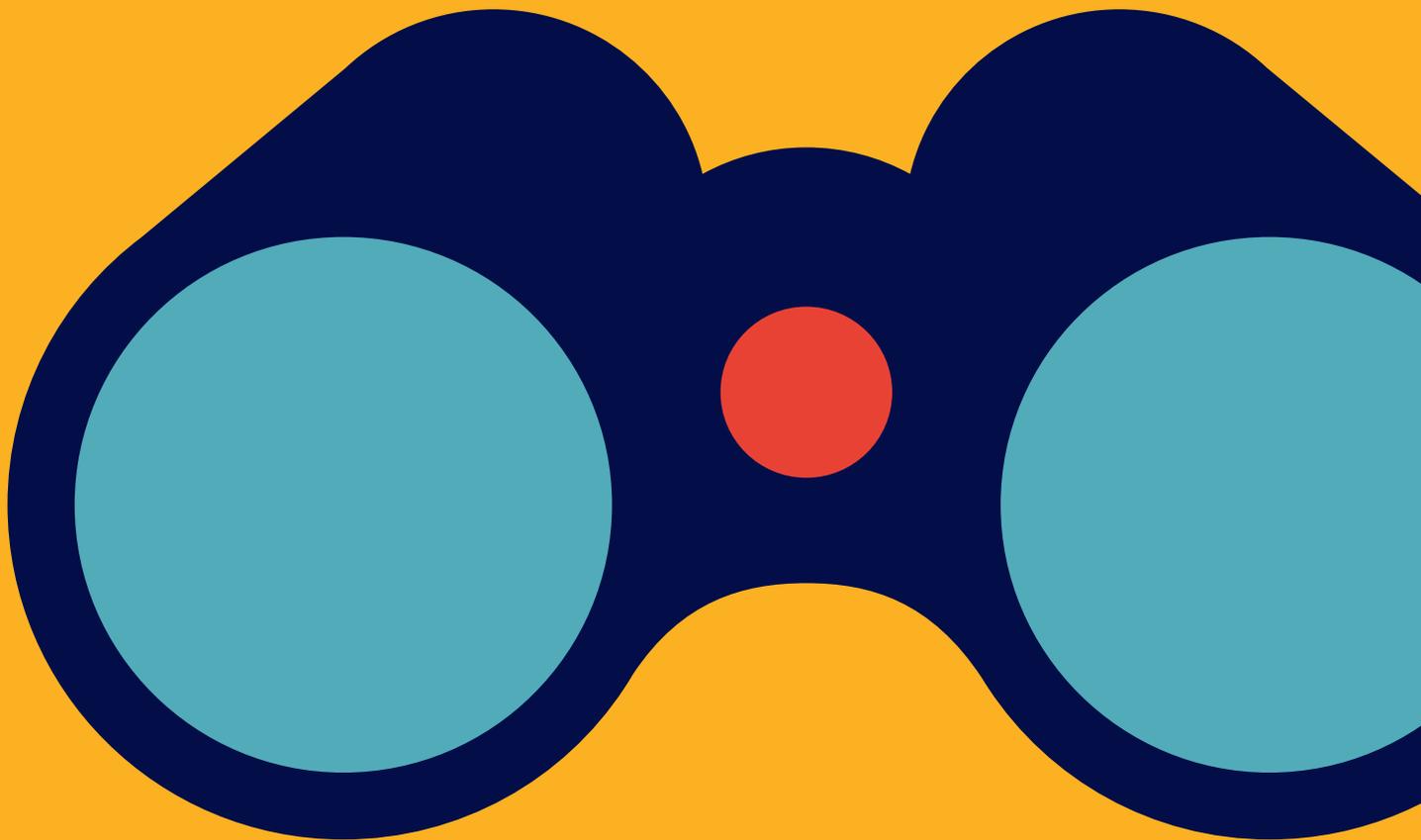


2020

# salary guide.

discover the ideal compensation  
for your employees



# welcome to the salary guide.

## what's the magic number?

That's what employers are constantly questioning when it comes to appropriate compensation for their employees. What you're paying your talent makes the single biggest impact on their decision to stay with your organization or look for greener pastures elsewhere. And with unemployment levels at all-time lows and new job growth continuing to boom, skilled professionals have more choices than ever before.

Additionally, Randstad's research found that salary and benefits were the top factors motivating people to stay with their current employers. Meanwhile, the number one reason for leaving was that compensation was simply too low.

Don't take that to mean that you can just pay market rate and expect qualified applicants to come to you, though. In an economy this strong, your compensation offerings must differentiate you if you want to hire the best and brightest. But you can't go above and beyond the market rate if you don't know what the overall market is offering.

That's why Randstad's 2020 Salary Guide provides accurate, dependable benchmarks you can use to measure your own offerings against those of the broader market. Our annual salary guide is a trusted source of compensation data for hiring leaders in virtually every industry, and we invite you to review the guide and connect with us to learn how we can help you build a strong team or make your next great hire.



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# navigate today's competitive labor market.

## uncover national wages

This guide provides nationwide compensation information and key rates for the most in-demand positions throughout the industries Randstad serves. The salary information provided is a combination of Randstad's proprietary intel, paired with data and insights from the Economic Research Institute (ERI), Gartner TalentNeuron™ and other trusted third-party sources.

Data reflected for each industry in this guide is organized by job title and level.\* For executive positions (director and above), salaries are listed by company size as determined by revenue. For all other positions, compensation is determined by average years of experience across three different professional levels. Because every organization structures its departments and job titles differently, the categories, roles and functions presented here may not be an exact match to those within your organization.

The roles in this guide are just a sample of the many Randstad provides. For an in-depth look at key positions in your local market, contact a Randstad representative in your area today.

\*The compensation data presented in this guide is based on average wages at the time of publication and may not reflect recent changes in wage laws. Consult your municipal and state wage laws to ensure your compensation offerings are compliant.



## dig deeper with local salaries

When you're evaluating pay rates, the national averages in this guide are a great place to start. But since wages vary by market, the national average for a given title might be above, or even below, the going rate in your area.

That's where our interactive, online salary calculator comes in. With countless positions in hundreds of markets around the U.S., our calculator gives you regularly updated salary data for all the positions we place, in each market we serve.

Whether it's Portland, Oregon, or Portland, Maine, Long Beach or West Palm Beach, we deliver accurate, actionable wage data for your market. See how compensation in your region compares to the national average, so you can attract and retain the talent your business needs to thrive in 2020 and beyond.



try our salary calculator today  
[randstad.us/calculator](https://randstad.us/calculator)

# 2020 hiring trends.

For job seekers, 2020 marks one of the best labor markets in recent history. Opportunities are plentiful, unemployment is low and there's no shortage of work for candidates with in-demand skills. But for employers, it's only getting harder to attract and retain essential talent. With rising wages and fierce competition for skilled professionals, today's employers face a challenging new reality: Candidates are in the driver's seat, and the organizations that would hire them are just along for the ride.

In that context, what can you really expect when it comes to hiring, compensation and the changing world of work in the year ahead? How will economic factors and shifting candidate preferences impact your ability to attract and retain talent? With so much changing so fast, employers will need to pay close attention to these and other trends affecting the labor market in 2020.



# 2020 at a glance

→ 163 million  
people in the U.S. workforce

→ 57 million  
people in the agile workforce

→ 7.8 million  
people with multiple jobs

→ 7.4 million  
job openings each month

→ 3.5 million  
people quit their jobs  
each month

→ 3.7%  
unemployment rate

All 2019 averages are based on YTD data available at the time of publication.



Here are the must-know hiring trends to watch for in 2020.

## the labor market shows no signs of slowing

While [new job creation slowed somewhat heading into 2020](#), don't expect the labor market to cool off as a result. Plenty of roles remain unfilled — roughly [7.4 million](#) per month, in fact. Those roles are likely to stay vacant for months, too, since [56 percent](#) of companies take two to three months to fill a direct-hire vacancy. And with so many opportunities available, it should come as no surprise that an average of [3.5 million](#) people are quitting their jobs each month.

Meanwhile, the U.S. workforce is earning more money than ever before. On average, U.S. workers right now earn [\\$27.74](#) per hour, up from \$27.10 in 2018. Annualized for a full-time employee working 40 hours a week, 52 weeks a year, that's a year-over-year increase of \$1,331.20 before taxes.

With rising wages and no shortage of open roles to choose from, candidates continue to be in the driver's seat in 2020.

## the world of work keeps changing

It isn't just the opportunities for job seekers that are changing — the nature of work is, too. The agile workforce has become a very real thing, generating [\\$1.3 trillion](#) last year alone. Plus, [more than three-quarters of companies](#) have begun using some form of an agile workforce in recent years. In 2020 we expect that number to increase.

There's also a slow, steady uptick in the number of people with multiple jobs. As of 2018, the most recent date that data is available from the U.S. Bureau of Labor Statistics (BLS), there were almost [7.8 million](#) workers holding multiple jobs in the U.S.

## compensation is still king

Despite a modest hourly increase, much of today's workforce isn't exactly thrilled with their compensation. In a recent survey of employees who considered quitting their jobs in 2019, just [57 percent](#) said they were at least somewhat well paid. Meanwhile, Randstad's [2020 U.S. Compensation Insights study](#) found that:

- Forty-six percent of employees surveyed said they were considering leaving their jobs due to being underpaid.
- Sixty-six percent said they'd leave their current role for a salary increase.
- Thirty-three percent have "ghosted" an employer for a higher-paying role elsewhere.

These stats jibe with additional [Randstad research](#) that cites "attractive salary and benefits" as the number-one reason employees decide to work for their employers.

## how to thrive in 2020

With so much changing so fast, simply aligning your compensation with the overall market isn't enough to attract the best talent — understanding your industry's standard compensation packages and tailoring yours to exceed them will be critical.

That's easier said than done, though, especially when considering all of the other hurdles companies face today when trying to secure top talent. It's also why so many of them turn to Randstad for help.

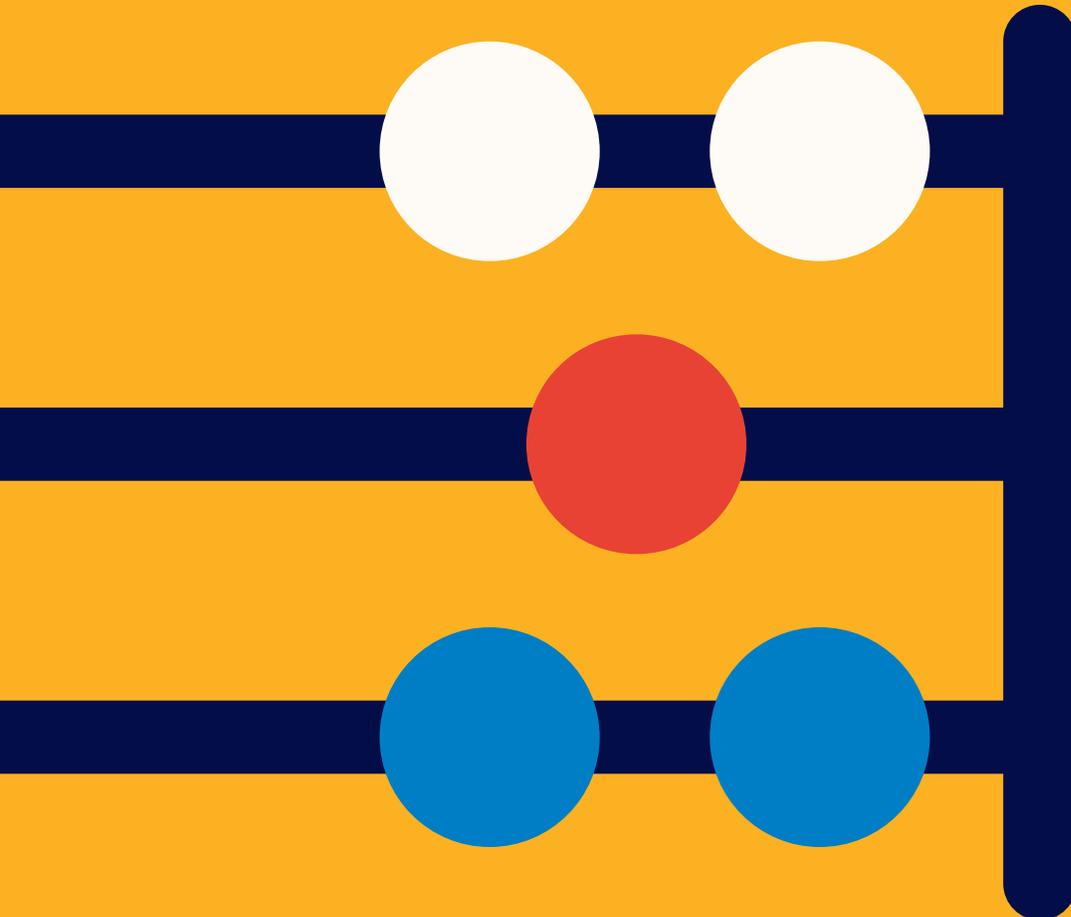
With a nationwide network of qualified talent, a consultative approach to staffing and a local presence in hundreds of markets around the U.S., we can help your business attract and retain the talent you need in the toughest hiring market on record.

Visit [RandstadUSA.com](https://www.randstadusa.com) today to get started.

# accounting and finance.

As the old saying goes, “the more things change, the more they stay the same.” And accounting and finance spaces are no exception — they’ve seen a ton of change in recent years, with manual processes being automated, entire functions being outsourced and new tools turning reams of financial data into unprecedented insights. Therefore, to capitalize on each new tool and innovation, you’ll need the same thing you’ve always needed: people. But as the pace of change continues to accelerate, hiring those people isn’t getting any easier.

After all, talent shortages and skills gaps were the most-cited external challenges among accounting and finance hiring managers in a recent [Randstad client survey](#), so a lot of change needs to happen fast if companies hope to grow in the year ahead.



# 2020 trends

Here are some of the most in-demand accounting and finance roles for the year ahead.

## accounts payable/ receivable clerks

More than 65,000 new jobs were posted for accounts payable and accounts receivable clerks in the past 12 months, with the majority of them from employers in the finance and insurance sectors — and that level of demand is unlikely to cool down in 2020. After all, these pros safeguard the cash flow of the business and provide vital information related to reporting, financial results, taxes and more, so employers will be anxious to retain them.

Yet with annual salaries for accounts payable and accounts receivable clerks still relatively modest, a slight bump in average compensation is likely on the horizon for 2020.

## credit and collections clerks/managers

Credit and collections clerks and managers remain highly in demand: There were more than 11,000 job postings for these pros — with employers in accounting, finance and healthcare leading the way — during the past 12 months alone.

However, the state-by-state supply of qualified candidates for these credit and collections positions may not be synchronized with regional demand, which today is especially concentrated in Texas, New York and California. That's a worrying sign — and with 3.4 percent job growth forecast for the next 10 years, securing the credit and collections clerks and managers you need to grow your business is only going to get harder in the year ahead.



there were more than  
**80,000 job postings**  
for staff and senior  
accountants in the  
last 12 months.

## financial analysts

In the past 12 months, there were more than [55,000 job postings](#) for financial analysts of all stripes — from investment analysts to accounting analysts, financial business analysts and more. Underlying that growth, according to the [BLS](#), are two factors: an increase in the number of financial products, together with the need for analysts who have fine-toothed knowledge of local markets.

For most organizations today, unfortunately, filling even one financial analyst role is a long and laborious process. And with opportunities for these pros expected to climb by more than 10 percent during the next 10 years, it seems that talent scarcity is likely going to be the rule, not the exception, especially in [New York, California and Illinois](#), where overall demand is highest.

## payroll managers

Job opportunities for payroll managers are expected to increase 3.4 percent going forward, continuing the trend of the past 12 months in which there were more than [6,000 job postings](#) for these finance leaders.

However, the [latest data](#) also suggests that many organizations are struggling to efficiently source, interview and hire qualified candidates. Therefore, in 2020, expect these hiring challenges to intensify — especially for employers in industries like [professional services, finance and insurance](#), where demand right now is highest.

## staff/senior accountants

There were well over [80,000 job postings](#) targeting staff and senior accountants in the past 12 months alone, and yet that demand is far from evenly distributed across the country. For instance, consider the fact that the state with the greatest number of opportunities, [California \(18,631\)](#), had more job postings for staff and senior accountants than the next three frontrunners — Texas (6,377), Florida (5,821) and New York (5,327) — combined.

What is consistent across the board, on the other hand, is that hiring these accounting experts can't be done on the cheap. As a result, leading companies should rethink talent acquisition strategies, explore alternative talent pools and increase baseline salaries in order to stay competitive in 2020.

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## 2020 outlook

Ongoing change and disruption looms on the horizon for all players in the accounting and finance spaces, not only in 2020, but for the foreseeable future. And while new tech tools and groundbreaking innovations like blockchain (which [the Big Four accounting firms are already heavily investing in](#)) hold enormous potential to deliver business value, only those companies that have access to the right resources and talent will be able to take advantage of the opportunity. Doing so will require you to act fast, plan strategically and explore the benefits of partnerships — otherwise, you'll be at risk of falling behind permanently.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand accounting and finance positions.

For non-executive titles (managers and below), annual salaries are organized by interquartile ranges across three levels of professional experience:

## entry-level

one year of experience  
25th-75th percentile

## mid-level

five years of experience  
25th-75th percentile

## senior-level

10 years of experience  
25th-75th percentile

For executive titles (directors and above), annual salaries are organized by interquartile ranges across three levels of company revenue:

## small

\$50M  
25th-75th percentile

## mid

\$100M  
25th-75th percentile

## large

\$250M+  
25th-75th percentile

For salary information and titles specific to your region, contact your [local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

accounting	entry-level	mid-level	senior-level
accounting manager	\$85,664 - \$103,969	\$98,414 - \$119,443	\$112,459 - \$136,490
accounts payable clerk	\$33,572 - \$37,905	\$40,492 - \$45,718	\$46,949 - \$53,008
accounts payable manager	\$73,752 - \$89,512	\$87,118 - \$105,734	\$102,280 - \$124,135
accounts payable supervisor	\$50,540 - \$59,881	\$60,493 - \$71,674	\$70,468 - \$83,493
accounts receivable clerk	\$34,359 - \$38,793	\$41,441 - \$46,789	\$48,482 - \$54,738
accounts receivable manager	\$73,845 - \$87,493	\$86,273 - \$102,219	\$101,302 - \$120,026
accounts receivable supervisor	\$48,534 - \$57,504	\$57,441 - \$68,058	\$66,967 - \$79,344
assistant controller	\$95,194 - \$121,225	\$111,004 - \$141,359	\$129,006 - \$164,283
controller*	\$132,157 - \$236,210	\$144,954 - \$259,084	\$159,615 - \$285,287
cost accountant/analyst	\$57,792 - \$69,303	\$66,972 - \$80,311	\$77,174 - \$92,545
cost accounting clerk	\$32,905 - \$38,520	\$38,943 - \$45,588	\$44,034 - \$51,548
cost accounting manager	\$85,668 - \$103,974	\$98,201 - \$119,184	\$112,621 - \$136,686
credit and collections clerk	\$31,992 - \$37,003	\$38,239 - \$44,228	\$43,808 - \$50,669
credit and collections manager	\$80,667 - \$96,734	\$92,365 - \$110,762	\$106,408 - \$127,602
junior accountant	\$59,103 - \$70,875	\$65,370 - \$78,390	\$72,880 - \$87,395
payroll coordinator/clerk	\$36,629 - \$42,880	\$43,781 - \$51,252	\$50,113 - \$58,664
payroll manager	\$69,842 - \$84,766	\$80,980 - \$98,284	\$92,881 - \$112,728
payroll supervisor	\$49,554 - \$59,424	\$58,118 - \$69,694	\$67,203 - \$80,588
SEC reporting manager	\$98,741 - \$119,841	\$113,203 - \$137,392	\$129,957 - \$157,727
senior accountant	\$64,513 - \$76,436	\$73,441 - \$87,015	\$84,061 - \$99,598
staff accountant	\$59,103 - \$70,875	\$65,370 - \$78,390	\$72,880 - \$87,395
<b>executive</b>			
chief financial officer*	\$182,058 - \$325,401	\$202,773 - \$362,425	\$232,998 - \$416,448
vice president of accounting and finance*	\$157,532 - \$193,507	\$169,982 - \$208,799	\$182,858 - \$224,617
vice president of internal audit*	\$137,288 - \$183,436	\$145,827 - \$194,845	\$154,468 - \$206,391
vice president of tax*	\$166,750 - \$236,606	\$179,126 - \$254,166	\$191,285 - \$271,419

# national salaries

finance	entry-level	mid-level	senior-level
business systems analyst	\$65,829 - \$78,941	\$80,720 - \$96,797	\$95,542 - \$114,572
director of finance*	\$140,324 - \$185,253	\$150,577 - \$198,789	\$160,898 - \$212,415
finance manager	\$81,501 - \$98,916	\$94,387 - \$114,556	\$108,564 - \$131,762
financial analyst	\$67,486 - \$80,927	\$76,921 - \$92,241	\$87,422 - \$104,834
<b>internal audit</b>			
director of internal audit*	\$116,637 - \$155,843	\$123,741 - \$165,335	\$131,070 - \$175,127
internal audit manager	\$96,018 - \$117,946	\$110,205 - \$135,372	\$126,118 - \$154,919
internal auditor	\$56,178 - \$67,367	\$67,604 - \$81,069	\$79,098 - \$94,853
<b>procurement/purchasing</b>			
procurement specialist	\$45,298 - \$54,977	\$51,937 - \$63,035	\$59,679 - \$72,432
purchasing manager	\$81,993 - \$99,514	\$96,059 - \$116,585	\$110,312 - \$133,884
<b>public accounting**</b>			
associate	\$59,400 - \$71,231	\$68,623 - \$82,291	\$78,790 - \$94,483
<b>small business accounting</b>			
accounting clerk	\$33,263 - \$38,473	\$38,387 - \$44,399	\$43,436 - \$50,239
bookkeeper	\$31,669 - \$37,522	\$36,833 - \$43,641	\$42,221 - \$50,025
<b>tax</b>			
director of tax*	\$134,820 - \$177,987	\$142,544 - \$188,185	\$150,296 - \$198,419
tax accountant	\$61,234 - \$74,319	\$69,276 - \$84,079	\$78,262 - \$94,985
tax manager	\$91,015 - \$111,800	\$104,267 - \$128,078	\$119,692 - \$147,025
<b>treasury</b>			
corporate treasurer	\$179,444 - \$248,564	\$195,226 - \$270,425	\$214,447 - \$297,051
treasury analyst	\$61,159 - \$73,340	\$69,842 - \$83,752	\$79,495 - \$95,328
treasury associate	\$42,906 - \$51,452	\$49,004 - \$58,765	\$55,790 - \$66,902

\*salaries for executive titles are organized by interquartile ranges across three levels of company revenue: small (\$50M), mid (\$100M) and large (\$250M+)

\*\*interquartile salary ranges are organized by local, regional and national levels



# engineering.

Engineers — they're the tinkerers, designers and makers whose "light bulb moments" can turn into actual light bulbs. And in an economy increasingly organized around information and connected devices, the role of engineers in driving innovation and growth is almost impossible to overstate. Viewed in that light, access to top engineering talent must be a priority for organizations across all industries — not just for those in high-tech fields, as may have been the case 10 years ago.

Moreover, trained engineers today make up fewer than two percent of the overall U.S. labor force, which means lingering challenges related to talent scarcity aren't going away anytime soon. Therefore, to attract and retain these highly coveted hires, employers will have to work even harder — and make their compensation and benefits even more compelling — than ever before.

# 2020 trends

Here are some of the most in-demand engineering roles for the year ahead.

## automation/robotics engineers

The focus for automation and robotics engineers has shifted significantly in recent years, away from scientific research and development — the dominant industry hiring for these skills five years ago — and toward commercial applications. And interestingly, even as job opportunities for robotics engineers have increased 177 percent during that same period, salaries have only gone up a modest seven percent. So even though these pros already come with hefty price tags, look for salaries to climb even higher in 2020.

After all, more than 10 percent growth is forecast for both of these engineering specialties going forward, and there appear to be more job openings than qualified candidates to fill them: There were more than 10,000 job openings for automation engineers, and more than 3,000 for robotics engineers, in the past 12 months alone. So don't expect these roles to become faster or easier for you to fill in the year ahead.

## civil/structural engineers

A number of factors — notably, aging infrastructure in need of repair and innovative applications of new materials and technologies — suggest that civil and structural engineers will be highly in demand in 2020. In fact, the need for these experts is already sky-high: There were more than 25,000 job postings for civil engineers, and 14,000 for structural engineers, in just the past 12 months. Opportunities abound, but with unemployment approaching historic lows (fewer than one percent for civil engineers, for instance), it's unclear if there will be enough qualified candidates to fill them.

For these reasons and more, skilled civil and structural engineers expect to be well compensated. Beyond increasing salaries in 2020, many employers will likely experiment with more robust benefits offerings — a lever that can impact talent outcomes at least as much as salary. But make no mistake, with 11 percent growth expected for civil engineers by 2026, according to the BLS, significant hiring challenges loom on the horizon for 2020.

## electrical/electronics engineers

Today's electrical and electronics engineers can do it all, from building complex circuits to leading large cross-functional teams. And with the BLS forecasting more than 21,000 new jobs for electrical and electronics engineers by 2026, hiring managers have ample reason to worry. For one, demand for these skilled pros is ever-more concentrated in industries like manufacturing, which accounted for more than 44 percent of all electrical and electronics engineer job postings in the past year.

Cost outlays should be a concern as well in 2020. And as demand continues to increase, the average time to fill at most companies will likely climb upward, exacerbating existing hiring challenges, threatening business disruptions and increasing costs for employers that don't have robust talent pipelines in place.

## petroleum engineers

Petroleum engineers have a say in everything from methodology to planning, strategy, design and execution, all of which can seriously impact the bottom line for your business. But attracting and hiring the best ones is going to be expensive in 2020. Indeed, average salaries for petroleum engineers have gone up more than 30 percent over the past five years.

That reflects accelerating demand for these professionals, with the BLS anticipating 15 percent job growth by 2026. Yet, unlike many other engineering roles, where demand often hews to tech-heavy urban centers, opportunities for skilled petroleum engineers are pretty evenly distributed. For example, while demand is most pronounced in states like Texas, California and Colorado, it's steadily increasing in markets like Louisiana and Oklahoma, as well.

## project engineers/managers

Project engineers and project managers are highly trained professionals who combine a deep knowledge of technical matters with the strategic and interpersonal skills to effectively balance and prioritize resources, communicate with team members, build relationships and deliver results. Whether that means preparing and planning studies or forecasting for the future, project engineers and project managers have a ton on their plates. Not surprisingly, then, these pros are highly in demand: There were more than 50,000 new job postings for project engineers alone in the past 12 months. Clearly, then, if you're an employer in this space, you'll have some work to do in the year ahead.



job openings  
for robotics  
engineers  
increased  
177% in the  
past five  
years.

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## 2020 outlook

As new and emerging engineering skill sets become even more in demand — and concentrated in specific markets and industries — it's no wonder competition for talent will be fiercer in the year ahead. And because hiring outcomes are so closely tied to business outcomes, these are trends you can't afford to overlook. That's why forward-thinking companies recognize that the time to take action is now in order to not just survive, but thrive in 2020 and beyond.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand engineering positions.

Compensation data is organized by annual salaries across three levels of professional experience:

**entry-level**

one year of experience

**mid-level**

five years of experience

**senior-level**

10 years of experience

For salary information and titles specific to your region, [contact your local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

energy	entry-level	mid-level	senior-level
construction manager/superintendent	\$75,516	\$97,959	\$125,314
designer	\$78,367	\$95,425	\$110,686
drafter	\$51,118	\$67,383	\$95,847
electrical engineer	\$90,830	\$124,628	\$151,401
electronics engineer	\$93,259	\$114,330	\$133,077
petroleum engineer	\$117,762	\$146,807	\$196,447
project engineer/manager	\$77,311	\$105,088	\$135,189
safety engineer/manager	\$82,645	\$97,642	\$109,841
scheduler	\$70,235	\$96,058	\$125,948
technician/operator	\$51,911	\$64,320	\$82,909

## engineering and construction

automation/robotics engineer	\$86,606	\$107,254	\$123,571
buyer	\$69,284	\$76,730	\$89,563
civil/structural engineer	\$85,813	\$108,627	\$131,651
construction manager/superintendent	\$79,688	\$103,663	\$135,453
designer	\$75,885	\$88,982	\$112,218
drafter	\$50,062	\$61,838	\$85,549
electrical engineer	\$107,201	\$115,544	\$145,223
electronics engineer	\$92,626	\$114,277	\$130,595
mechanical engineer	\$81,800	\$95,953	\$116,706
project engineer/manager	\$76,414	\$96,639	\$129,169
safety engineer/manager	\$87,186	\$101,920	\$129,750
scheduler	\$68,651	\$87,028	\$120,403
technician	\$48,372	\$64,637	\$87,503

# national salaries

manufacturing	entry-level	mid-level	senior-level
automation/robotics engineer	\$90,830	\$96,798	\$116,886
controls engineer	\$81,589	\$102,871	\$125,684
designer	\$61,469	\$76,994	\$109,155
drafter	\$52,280	\$61,258	\$79,740
electrical engineer	\$95,425	\$118,819	\$142,741
electronics engineer	\$93,629	\$108,204	\$126,370
engineering manager*	\$90,461	\$139,044	\$149,764
field service technician*	\$45,785	\$51,330	\$68,862
maintenance manager/supervisor	\$68,968	\$96,217	\$102,342
manufacturing engineer*	\$74,618	\$102,606	\$109,841
mechanical engineer*	\$79,952	\$93,523	\$120,456
metallurgist	\$82,011	\$102,342	\$126,898
planner	\$58,617	\$72,875	\$117,446
production manager/supervisor	\$84,916	\$121,512	\$134,767
project engineer/manager	\$81,906	\$98,223	\$125,103
quality engineer/manager	\$78,684	\$90,989	\$130,278
safety engineer/manager	\$84,493	\$114,964	\$134,450
supply chain manager	\$74,618	\$91,675	\$132,760
technician	\$45,098	\$55,079	\$70,393
test engineer	\$97,854	\$111,742	\$127,796

\*alternate titles include: plant manager, operations manager; field service engineer; process engineer, industrial engineer; product engineer, design engineer



# healthcare.

Healthcare spending, which is already high, is expected to climb even more in the years ahead: 5.5 percent annual growth on average is forecast through 2027. And for any healthcare employer trying to control costs, that's a recipe for intensifying talent-related challenges going forward. After all, labor is the single-greatest expenditure for many healthcare organizations today, accounting for as much as 60 percent of their operating budgets. Despite that fact, nearly 80 percent of hospital executives anticipate escalating labor costs in the year ahead, according to a recent survey.

Unfortunately, finding these skilled professionals is only going to get harder, in large part because of skyrocketing demand. To keep up, healthcare employers will need to take action today.

# 2020 trends

Here are some of the most in-demand healthcare roles for the year ahead.

## emergency room registered nurses

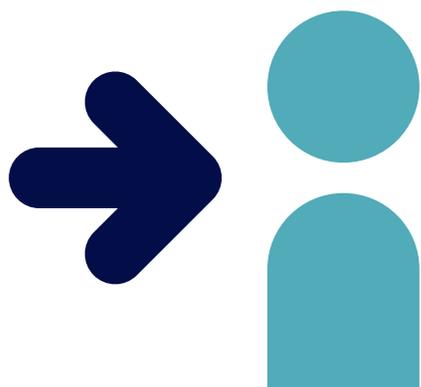
There were more than 400,000 jobs posted for registered nurses (RNs) in the past 12 months alone — and over 45,000 of them were for emergency room RNs. Plus, over the next decade, job opportunities for emergency room registered nurses are forecast to grow by 26 percent, so expect demand to continue apace in the year ahead.

However, employers should also be aware that supply and demand for emergency room RNs varies significantly on a state-by-state basis. In that light, hiring more travel nurses, as well as leveraging relocation-assistance packages to lure the most in-demand healthcare candidates — something fewer than 10 percent of companies currently do — might be an especially savvy play for employers struggling to find qualified emergency room RNs today.

## operating room registered nurses

In 2020, job opportunities should be plentiful for operating room registered nurses — much as they were in 2019. There were more than 60,000 new job postings for these professionals in the past 12 months, with competition for them more or less evenly distributed from coast to coast. And going into 2020, there's no reason to expect demand will taper off.

After all, providing essential support services in operating rooms is crucial to patient outcomes, which means sourcing these specialized RNs isn't about to get any easier in the next 12 months.



there were **115,000 job postings** for pharmacy technicians in the past 12 months.

## pharmacists

Demand for pharmacists continues to grow, building on the impressive number of job postings — more than 30,000 — from the past 12 months. However, as many organizations have seen firsthand, finding these skilled professionals is a challenge, and tight competition in the year ahead means that lengthy hiring cycles will remain commonplace for companies across the board.

Therefore, to attract, hire and retain pharmacists in the year ahead, you'll have to start exploring alternate approaches, like offering top-of-the-line perks and benefits. Otherwise, ratcheting up your salary offerings may be the only option you have left.

## pharmacy technicians

Demand for skilled, qualified pharmacy technicians remains sky-high: There were more than 115,000 jobs posted for pharmacy technicians in the past 12 months. Employers should be aware, however, that pay varies considerably throughout the United States. Consider the fact that pharmacy technicians in California, where demand is highest, earn around 17 percent more on average than their counterparts in Florida, the state with the third-highest demand.

In 2020 and beyond, it's going to remain a pay-to-play job market for pharmacy technicians, and you should expect average salaries to creep up as a result.

## surgical technologists

These versatile tech pros play vital support roles in a wide range of operations — everything from prep work to hands-on participation in procedures. In fact, they're adaptable enough to feel at home in diverse environments, from hospitals to healthcare facilities and more. That might explain why there were more than 45,000 job postings for surgical technologists in the past 12 months.

With more than 10 percent growth forecast for these skilled professionals over the next 10 years, don't be surprised if they remain highly in demand, and equally hard to hire, in 2020.

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## 2020 outlook

For healthcare organizations of all kinds — from large hospital systems to rural medical centers and everything in between — successfully attracting and retaining skilled team members to drive business outcomes and ensure top-level care for patients will come with clear challenges in the year ahead. In that context, forward-thinking organizations will need to explore more proactive approaches to talent acquisition in order to continue delivering quality care, while avoiding business disruptions, in 2020 and beyond.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand healthcare positions.

Compensation data for these roles is organized by hourly rates across three levels of professional experience:

**entry-level**

one year of experience

**mid-level**

five years of experience

**senior-level**

10 years of experience

For salary information and titles specific to your region, [contact your local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

advanced practice	entry-level	mid-level	senior-level
nurse practitioner	\$43.06	\$51.06	\$58.41
physician assistant	\$47.05	\$53.20	\$59.80

## allied health

cardiac catheterization technician	\$27.38	\$32.12	\$36.95
dialysis technician	\$15.62	\$18.12	\$20.89
medical assistant	\$14.67	\$16.78	\$18.78
medical lab technician	\$18.82	\$22.10	\$25.35
pharmacist	\$53.52	\$61.36	\$68.37
pharmacy technician	\$15.44	\$18.18	\$20.58
phlebotomy technician	\$13.84	\$16.50	\$19.05
polysomnographer	\$21.54	\$26.80	\$31.11
radiology technician	\$24.26	\$28.24	\$32.03
surgical technologist	\$18.69	\$21.83	\$24.47
ultrasound/sonographer	\$29.83	\$34.92	\$40.56

## nursing

licensed practical nurse (LPN)	\$19.91	\$23.54	\$26.56
registered nurse (RN)	\$32.52	\$36.85	\$41.75
case management	\$32.20	\$37.39	\$42.91
critical care/ICU	\$30.55	\$35.58	\$40.39
emergency room	\$31.29	\$36.41	\$41.43
home care	\$31.46	\$36.61	\$41.67
medical-surgical	\$31.59	\$36.74	\$41.99
operating room	\$31.59	\$36.74	\$41.99
outpatient clinic	\$29.85	\$34.77	\$39.38

# human resources.

Chatbots. Virtual assistants. Artificial intelligence (AI) and robotic process automation (RPA) platforms. Mobile applications for employee services. These are just a sampling of the ways human resources (HR) departments today are undergoing massive, tech-driven change. Manual processes are becoming automated, roles are transforming drastically and virtually every aspect of the field is being disrupted. Even as HR leaders are test piloting tomorrow's new technologies, finding qualified professionals to spearhead all of that change is no easy feat. After all, talent with the skills and experience to implement, manage and use these new tools is still scarce — and if you're hiring in this space, you just might discover that the hard way.

With so much change happening so quickly, HR pros should expect 2020 to be a watershed year in terms of both technology and personnel. Roles will alter, tools will advance — and it's going to be harder than ever to keep up.



# 2020 trends

Here are some of the most in-demand human resources roles for the year ahead.

## compensation/benefits managers

The BLS projects [higher-than-average growth](#) for compensation and benefits managers by 2026. And while these people leaders may not be as directly connected to the hiring process as HR generalists or recruiters, they nonetheless have a vital role to play in driving talent outcomes. For example, they institute your organization's pay and benefits structure and determine wage and compensation plans — factors that are among the most common reasons employees stay, and the most common reasons employees go, according to [Randstad's research](#).

Bear in mind, too, that there were more than [30,000 job postings](#) for compensation and benefits specialists in the last 12 months alone. For these reasons and more, expect demand to continue cruising at a high altitude in 2020 — and beyond.

## HR generalists

HR generalists are people-oriented professionals who can handle all aspects of the recruitment process, employee relations, regulatory compliance, training and development initiatives and more. They play an important part in onboarding as well — and when done right, that can help move the needle on key metrics like talent acquisition, employee engagement, retention, workforce management, safety and more. Not surprisingly, then, they're highly in demand: There were more than [160,000 job postings](#) for these pros in the last 12 months alone.

Another thing to note: As self-service portals supplant traditional HR duties, many HR generalists are pivoting toward more specialized roles. That means sourcing skilled and experienced HR generalists will still prove more difficult for most organizations in the year ahead.

## HR managers/directors

There were more than [50,000 new job postings](#) for HR managers and more than 15,000 for HR directors in the last 12 months, and yet, the latest data shows protracted hiring timelines for both of these roles. Therefore, it seems that finding the talent experts needed to fill key roles is already in and of itself a challenge.

In 2020, moreover, demand for HR managers and directors will continue to mirror the geography of business development in the United States. In cities like [New York](#), [Los Angeles](#) and [San Francisco](#) — commercial hubs where large businesses are constantly hiring — expect the talent marketplace for these key HR leaders to be tighter than ever.



there were more than  
**160,000 job postings**  
for HR generalists in  
the last 12 months.

## learning and development directors

Learning and development (L&D) is still an emerging function at many organizations, but it's rapidly evolving, driven in large part by two factors. First, the pace of technological change has made ongoing learning and training a key ingredient in the recipe for success at many organizations. Second, 82 percent of employees say that lifelong learning is important to them — and when employers fail to provide it, these valuable contributors will simply walk away.

That link to retention is one of the reasons L&D is such a priority today, and it's also why L&D directors are going to find abundant opportunities going forward. What's more, as organizations unveil new blended learning models, combining the latest tech tools with in-person training, expect L&D directors to be at the center of the action — in 2020 and beyond.

## recruiters

Recruiters are enjoying greater visibility — and greater demand — among employers perhaps more than ever before. You can see that in the over 100,000 new jobs posted for recruiters in the past 12 months. Plus, if you scratch the surface of the data, you'll see that these talent experts are becoming more and more specialized: campus recruiters, corporate recruiters, technical recruiters, healthcare recruiters — the list goes on.

In 2020, alongside still-greater specialization, look for salaries, as well as perks and benefits packages, to become more generous. That's simply going to be the most reliable way for companies to lure these highly skilled HR pros away from competitors.

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## 2020 outlook

People are your most valuable asset, so the case could be made that the HR professionals who hire them are even more valuable. What's clear is that many of these skilled professionals are more in demand today than ever before. Finding and hiring them, of course, isn't going to be easy — but armed with these insights, you should be able to get a head start on your competition.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand human resources positions.

For non-executive titles (managers and below), annual salaries are organized by interquartile ranges across three levels of professional experience:

## entry-level

one year of experience  
25th-75th percentile

## mid-level

five years of experience  
25th-75th percentile

## senior-level

10 years of experience  
25th-75th percentile

For executive titles (directors and above), annual salaries are organized by interquartile ranges across three levels of company revenue:

## small

\$50M  
25th-75th percentile

## mid

\$100M  
25th-75th percentile

## large

\$250M+  
25th-75th percentile

For salary information and titles specific to your region, [contact your local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

benefits	entry-level	mid-level	senior-level
benefits analyst	\$50,969 - \$60,390	\$59,038 - \$69,950	\$67,926 - \$80,481
benefits assistant/associate	\$34,087 - \$39,904	\$40,685 - \$47,628	\$47,142 - \$55,187
benefits director*	\$113,340 - \$158,897	\$120,857 - \$169,436	\$128,280 - \$179,842
benefits manager	\$84,089 - \$102,057	\$96,472 - \$117,087	\$110,568 - \$134,194
retirement specialist	\$40,358 - \$48,396	\$47,105 - \$56,487	\$54,454 - \$65,299

## benefits/compensation/HRIS

benefits and compensation specialist	\$49,972 - \$59,925	\$58,284 - \$69,892	\$67,712 - \$81,199
benefits and HRIS specialist	\$43,423 - \$52,071	\$49,966 - \$59,918	\$57,719 - \$69,215
director of HRIS, benefits, compensation*	\$113,531 - \$158,367	\$121,075 - \$168,897	\$129,197 - \$180,228
manager of HRIS, benefits, compensation	\$85,774 - \$104,102	\$100,025 - \$121,398	\$115,549 - \$140,240

## compensation

compensation analyst	\$57,748 - \$69,250	\$69,549 - \$83,402	\$81,439 - \$97,659
compensation director*	\$121,169 - \$163,855	\$129,017 - \$174,469	\$137,888 - \$186,464
compensation manager	\$91,022 - \$110,472	\$106,362 - \$129,090	\$122,952 - \$149,225

## employee/labor relations

employee relations director*	\$112,696 - \$156,106	\$120,331 - \$166,681	\$128,643 - \$178,196
employee relations manager	\$83,079 - \$102,051	\$94,488 - \$116,066	\$107,750 - \$132,356
labor relations director (JD)*	\$123,039 - \$166,385	\$131,359 - \$177,635	\$140,127 - \$189,492
labor relations manager	\$93,131 - \$113,031	\$114,749 - \$139,269	\$136,492 - \$165,658

## generalist

HR coordinator	\$35,413 - \$41,456	\$41,554 - \$48,645	\$45,900 - \$53,732
HR director*	\$112,696 - \$156,106	\$120,331 - \$166,681	\$128,643 - \$178,196
HR generalist	\$57,636 - \$69,916	\$64,129 - \$75,503	\$71,289 - \$84,789
HR manager	\$84,141 - \$102,120	\$98,242 - \$119,234	\$113,808 - \$138,126
HR specialist	\$40,524 - \$48,595	\$47,304 - \$56,725	\$54,638 - \$65,520
vice president of HR*	\$149,745 - \$254,420	\$168,635 - \$285,566	\$194,116 - \$328,928

# national salaries

HRIS	entry-level	mid-level	senior-level
compensation director*	\$121,169 - \$163,855	\$129,017 - \$174,469	\$137,888 - \$186,464
HRIS analyst	\$56,787 - \$68,098	\$67,901 - \$81,425	\$79,300 - \$95,094
HRIS manager	\$82,211 - \$99,778	\$97,240 - \$118,018	\$113,127 - \$137,300

## learning and development

learning and development director*	\$134,527 - \$167,247	\$143,252 - \$178,093	\$154,195 - \$191,698
learning coordinator	\$50,372 - \$60,405	\$62,628 - \$75,101	\$73,856 - \$88,566
learning manager	\$81,249 - \$98,611	\$93,175 - \$113,085	\$106,788 - \$129,607
learning specialist (trainer)	\$50,407 - \$60,447	\$59,457 - \$71,299	\$69,134 - \$82,904

## recruiting/talent acquisition

director of talent acquisition*	\$109,017 - \$149,840	\$116,175 - \$160,154	\$123,400 - \$170,162
head of recruitment	\$95,108 - \$126,240	\$100,822 - \$133,519	\$107,617 - \$140,534
manager of talent acquisition	\$84,258 - \$100,835	\$96,150 - \$117,482	\$110,781 - \$134,239
recruiter	\$50,985 - \$61,450	\$59,317 - \$70,944	\$68,270 - \$82,431
recruiting manager	\$72,999 - \$89,419	\$85,630 - \$105,119	\$98,613 - \$121,009
talent acquisition/staffing specialist	\$50,565 - \$60,943	\$56,783 - \$68,903	\$65,826 - \$79,340

## talent management/organizational development

director of talent management/OD*	\$114,431 - \$157,738	\$121,443 - \$168,145	\$129,227 - \$178,226
manager of talent management/OD	\$86,322 - \$104,103	\$100,669 - \$122,124	\$117,220 - \$141,220

\*salaries for executive titles are organized by interquartile ranges across three levels of company revenue: small (\$50M), mid (\$100M) and large (\$250M+)



# life sciences.

The steady increase of new drug approvals. Growing regulatory burdens. A rapidly aging global population. Rising focus on innovation to tap into rare and specialty disease markets. These are just a few of the reasons clinical trials are more expensive and time-consuming than ever before — but they aren't the only challenges facing life sciences companies today. Indeed, according to a recent [Randstad client survey](#), “competitive pressure” will be the number-one external obstacle to growth for life sciences companies in the year ahead.

Overcoming that pressure will require key hires, but unfortunately finding those individuals isn't about to get any easier. As new players emerge, and with plenty of new jobs being created, skilled life sciences professionals have more employment options than at any time in recent history. This means life sciences companies will have to work even harder to find the talent they need to stay competitive.

# 2020 trends

Here are some of the most in-demand life sciences roles for the year ahead.

## clinical research associates

Skilled clinical research associates (CRAs) play an important role across the entire lifecycle of a clinical trial, from prestudy qualification visits to the ultimate closeout. As such, they wear a lot of different hats — auditors, observers, trainers and more. Nonetheless, their overarching mission is simple: ensuring that clinical studies generate results that are valid and meaningful. But for employers that depend on them, hiring isn't going to be easy in the year ahead, least of all in East Coast research hubs like [Boston and Philadelphia](#), where demand is tightly concentrated.

Given the fact that there were more than [4,000 job postings](#) for clinical research associates in the past 12 months, delivering on that demand — and keeping clinical trials moving — just might keep hiring managers at life sciences companies awake at night in 2020.

## drug safety specialists

Whether they're contributing to clinical trials, collaborating with medical directors, developing standard operating procedures (SOPs) or boning up on the latest regulatory guidelines, drug safety specialists (also known as pharmacovigilance — or "PV" — specialists) are integral to the development process for life sciences companies today. They also serve as connective tissue, linking pharmaceutical companies with healthcare experts who can test and validate the safety of new products.

For these reasons and more, demand is growing fast. In fact, the pharmacovigilance market is expected to experience [10 percent growth](#), reaching \$8 billion, by 2024. In 2020, evaluating costs and benefits when staffing drug safety specialists — for example, by exploring alternate hiring models — should be a focus area for many life sciences companies.



there were **4,000 job postings** for clinical research associates in the past 12 months.

## medical writers

It's sometimes said today that "print is dead" — and yet, so long as regulatory bodies rule the life sciences kingdom, demand for medical writers isn't going to fall off any time soon. Indeed, there were more than 30,000 job postings for technical writers (including medical writers) in the last year alone. That's because, when approvals for new drugs or medical devices hang in the balance, having skilled medical writers on hand — professionals who not only understand the end-to-end approval process, but the new drug or medical device itself — can mean the difference between success and failure.

The bad news is that these experts aren't just hard to come by, they're expensive, too. What's more, employment opportunities for technical writers are expected to grow 11 percent by 2026, and for life sciences organizations that fail to anchor an adequate supply, that just might jeopardize their ability to bring new products to market.

## molecular/cell biologists

Sourcing qualified molecular or cell biologists is never easy — not when you consider that "qualified," in this case, often means holding an advanced degree in molecular biology, cell biology or a related field. More so, there were more than 13,000 postings for biologists in the past 12 months, and competition will be fierce in metro areas where demand is highest, like Boston, San Francisco and San Diego.

Looking ahead, the BLS forecasts 11 percent job growth for biochemists and biophysicists, a group that includes molecular and cell biologists. By 2026, that's the equivalent of roughly 31,500 new hires. So for life sciences companies today, it's clear that building out more robust talent pipelines should be prioritized.

## quality assurance specialists

Implementing controls, carrying out inspections, coordinating audits — that's the bread and butter of quality assurance specialists at life sciences companies today. These highly trained professionals are integral to employers' successes, whether that means spearheading improvement efforts, supporting compliance efforts or any of the myriad ways their work is reflected in bottom-line outcomes.

And that helps explain why demand is so high: There were over 15,000 new job postings for quality assurance and quality control professionals nationwide in the past 12 months alone. Unfortunately, it doesn't look like landing them is going to get any easier in the year ahead.

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## 2020 outlook

There's so much on the line for life sciences companies, and yet the hiring challenges and bottlenecks you face today just might intensify in the year ahead — that is, unless you start getting proactive, and acting strategically, right away. While salaries across the life sciences space will likely creep upward in the year ahead, forward-looking companies should consider tinkering with their perks and benefits packages, too: It's a lever that can move the needle with talent at least as effectively as increased pay. Regardless of the approach you take, you'll need to retool your talent acquisition strategy today — before it's too late.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand life sciences positions.

Compensation data for these roles is organized by annual salaries across three levels of professional experience:

**entry-level**

one year of experience

**mid-level**

five years of experience

**senior-level**

10 years of experience

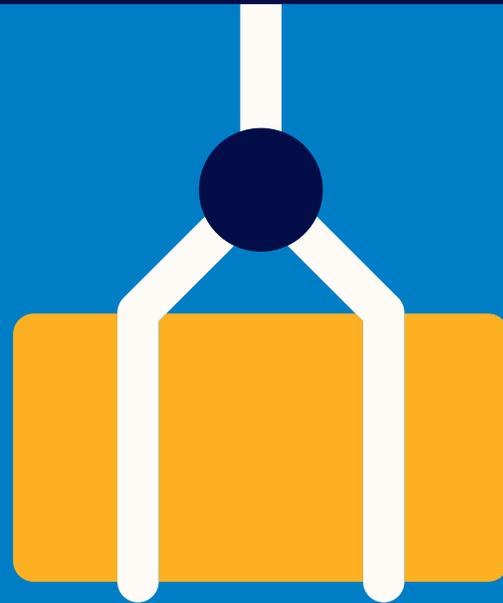
For salary information and titles specific to your region, [contact your local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

clinical	entry-level	mid-level	senior-level
<b>biometrics</b>			
biostatistician	\$85,428	\$105,768	\$136,278
clinical data manager	\$60,003	\$82,377	\$112,887
clinical SAS programmer	\$70,173	\$89,496	\$114,921
<b>clinical trial management and operations</b>			
clinical documentation specialist (eTMF)	\$54,329	\$70,304	\$92,350
clinical outsourcing manager	\$85,428	\$111,870	\$140,346
clinical project manager (CPM)	\$86,445	\$123,057	\$174,924
clinical research associate (CRA)	\$56,952	\$111,870	\$144,414
clinical trial associate (CTA)	\$54,918	\$82,377	\$105,768
clinical trial manager (CTM)	\$81,360	\$117,972	\$230,859
medical director	\$175,941	\$276,624	\$356,967
<b>drug safety/pharmacovigilance</b>			
drug safety physician	\$111,870	\$151,533	\$242,046
drug safety specialist	\$54,918	\$77,292	\$108,819
medical monitor/reviewer	\$91,530	\$134,244	\$170,856
<b>medical and scientific affairs</b>			
medical information specialist	\$54,918	\$79,326	\$114,921
medical science liaison	\$131,193	\$161,703	\$198,315
<b>medical writing</b>			
document manager	\$44,748	\$55,935	\$66,105
medical writer	\$76,275	\$117,972	\$148,482
quality control reviewer	\$46,782	\$67,122	\$103,734
<b>quality, process and validation</b>			
process development engineer	\$75,258	\$110,853	\$136,278
quality assurance auditor	\$61,020	\$105,768	\$128,142
quality assurance specialist	\$41,400	\$62,000	\$74,600
quality control analyst	\$51,867	\$72,207	\$99,666

# national salaries

clinical (continued)	entry-level	mid-level	senior-level
regulatory affairs			
regulatory advertising and promotions associate	\$47,799	\$63,054	\$84,411
regulatory affairs CMC associate	\$43,731	\$72,715	\$93,564
regulatory affairs labeling associate	\$73,224	\$105,768	\$142,380
regulatory affairs operations associate	\$54,918	\$77,292	\$101,700
regulatory affairs publishing associate	\$43,731	\$72,716	\$93,564
supply chain management			
clinical trial supply manager	\$70,173	\$86,445	\$111,870
material documentation coordinator	\$45,765	\$62,037	\$81,360
scientific			
analytical chemist	\$47,799	\$79,326	\$99,666
biochemical engineer	\$57,969	\$85,428	\$106,785
environmental health and safety specialist	\$44,748	\$69,156	\$98,649
environmental scientist	\$61,020	\$79,326	\$106,785
field monitor/sampler/tester	\$33,561	\$47,799	\$70,173
flavorist	\$51,867	\$73,224	\$98,649
food scientist	\$52,884	\$83,394	\$117,972
food technologist	\$49,833	\$96,615	\$126,108
formulation scientist	\$61,020	\$93,564	\$147,465
fragrance technician	\$35,595	\$42,602	\$66,105
ISO auditor	\$52,884	\$74,241	\$95,598
laboratory technician	\$35,595	\$45,765	\$67,122
molecular/cell biologist	\$43,731	\$58,986	\$84,411
product development scientist	\$50,850	\$84,411	\$109,836
quality control engineer	\$57,969	\$79,835	\$106,785
research assistant	\$32,544	\$45,765	\$67,122
research scientist	\$68,139	\$121,023	\$141,363
toxicologist	\$60,003	\$91,530	\$128,142



# manufacturing and logistics.

Manufacturing and logistics companies continue to be the engines of technological and social change, much as they have since the First Industrial Revolution. Today, however, these companies aren't only responsible for driving large-scale disruption. They're also being forced to adapt and react to it as a host of AI, robotic process automation (RPA) and machine learning applications are poised to transform the way manufacturing and logistics companies operate.

Even as these industries undergo fundamental changes, there's no shortage of new jobs in either sector. In fact, two million postings for manufacturing jobs went up in the last 12 months, along with 1.3 million postings in logistics. And in light of a lingering skills gap in these spaces, opportunities should continue to be plentiful for qualified candidates in 2020 — much as they were in 2019, when U.S. manufacturing job growth reached a 30-year high.

# 2020 trends

Here are some of the most in-demand manufacturing and logistics roles for the year ahead.

## forklift operators

Experienced, detail-oriented, safety-minded forklift operators are hard to come by these days, and 2020 won't be an exception to that rule. The last 12 months saw over 65,000 job postings for forklift/pallet jack operators — and in states like Texas, Illinois and Georgia, where demand is particularly pronounced, competition for talent will be especially high.

In 2020, employers in these markets will likely contend with significant wage pressure as well as ongoing attempts by competitors to lure their most valuable talent away. With 6.5 percent job growth forecast for the next 10 years, expect many manufacturing and logistics companies to feel pinched for skilled forklift operators in the years ahead.

## machine operators

There were over 65,000 job postings for machine operators in the past 12 months alone. That's an impressive number, and demand for this red-hot occupation shows no signs of slowing down. However, as the technology in manufacturing and logistics environments continues to evolve, so too will the training and skill requirements for in-demand machine operators.

In that context, look for willingness to learn — and a commitment to ongoing upskilling — to be an increasingly desirable trait among top candidates. Going forward, it may well become as important as specific technical or mechanical know-how.

## materials handlers

Materials handlers are the highly versatile professionals who move products in warehouses and production centers, ensuring orders are fulfilled quickly and production areas remain well stocked. During the past 12 months, they've also been highly in demand across a slew of industries. For example, there were 24,989 job postings for materials handlers in transportation and warehousing, 18,912 in manufacturing and 6,311 in retail. Indeed, FedEx alone posted more than 11,000 jobs for handlers during that period.

So don't be surprised if baseline pay starts to inch upward for these pros in 2020. After all, the overwhelming majority of employees say that they expect to receive pay increases every year — and if they don't, they'll seek opportunities elsewhere.



there were more than **3.3 million job postings** for manufacturing and logistics roles in the last 12 months.

## production managers

Overseeing production processes, ensuring that health and safety requirements are met, instituting controls, implementing production schedules and more — there's no shortage to the ways production managers contribute value in fast-paced industrial environments. There is a shortage, however, of qualified candidates to fill the more than 20,000 job postings for production managers in the past 12 months. And among candidates, those who have Six Sigma or project management certifications are especially in demand.

Looking ahead, while skilled production managers may be versatile enough to ply their craft in multiple industries, they'll likely find that job opportunities are most abundant in manufacturing in 2020 — much as they were in 2019.

## warehouse laborers

There were a staggering number of job postings for U.S. warehouse laborers in the past 12 months — almost 400,000, in fact. And yet, while demand has been soaring, the overall blue-collar labor force is actually shrinking.

That's one of the reasons many manufacturing and logistics companies will seek to meet demand by increasing wages in 2020. After all, distribution centers and other industrial sites simply can't operate without a steady supply of warehouse laborers — and that should put any organization currently struggling with headcount on high alert.

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## 2020 outlook

There were more than 3.3 million job postings for manufacturing and logistics roles in the last 12 months. However, it's also clear that change and disruption will continue apace in 2020, which means manufacturing and logistics organizations should feel a real sense of urgency. Those that are able to get a head start stand to gain a significant edge on the competition. But doing so will require some outside-of-the-box thinking, together with more proactive talent acquisition strategies — because “business as usual” isn't going to lead to different outcomes.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand manufacturing and logistics positions.

Compensation data for these roles is organized by hourly rates across three levels of professional experience:

**entry-level**

one year of experience

**mid-level**

five years of experience

**senior-level**

10 years of experience

For salary information and titles specific to your region, [contact your local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

assembly	entry-level	mid-level	senior-level
assembly line foreman	\$22.29	\$26.89	\$31.61
electronics assembler (general)	\$15.16	\$17.32	\$19.44
electronics assembler (precision)	\$18.36	\$21.56	\$24.69
fabricator assembler	\$14.80	\$17.46	\$20.09
product assembler (bench)	\$16.31	\$18.89	\$21.61
product assembler (machine)	\$17.74	\$21.13	\$24.53

## inspection

quality control inspector	\$18.73	\$21.69	\$24.92
quality control tester	\$27.47	\$33.10	\$38.62
quality inspector	\$18.73	\$21.69	\$24.92

## machine operation

CNC machinist	\$25.00	\$29.58	\$34.45
computer-controlled machine tool operator	\$25.00	\$29.58	\$34.45
general machinist	\$19.77	\$22.73	\$25.88
machine feeder	\$12.89	\$16.12	\$18.74
machine operator	\$16.80	\$20.03	\$23.15
machine operator helper	\$15.47	\$18.49	\$21.02
molding machine operator	\$15.91	\$18.99	\$21.75
numerical control machine operator	\$17.36	\$20.26	\$23.24

## maintenance

electromechanical technician	\$25.77	\$31.81	\$36.68
electronics technician	\$25.57	\$29.63	\$33.98
facilities maintenance worker	\$17.36	\$20.26	\$23.24
field service technician	\$24.81	\$29.92	\$34.71
janitor	\$12.83	\$15.27	\$17.14
maintenance mechanic	\$22.29	\$26.56	\$30.82

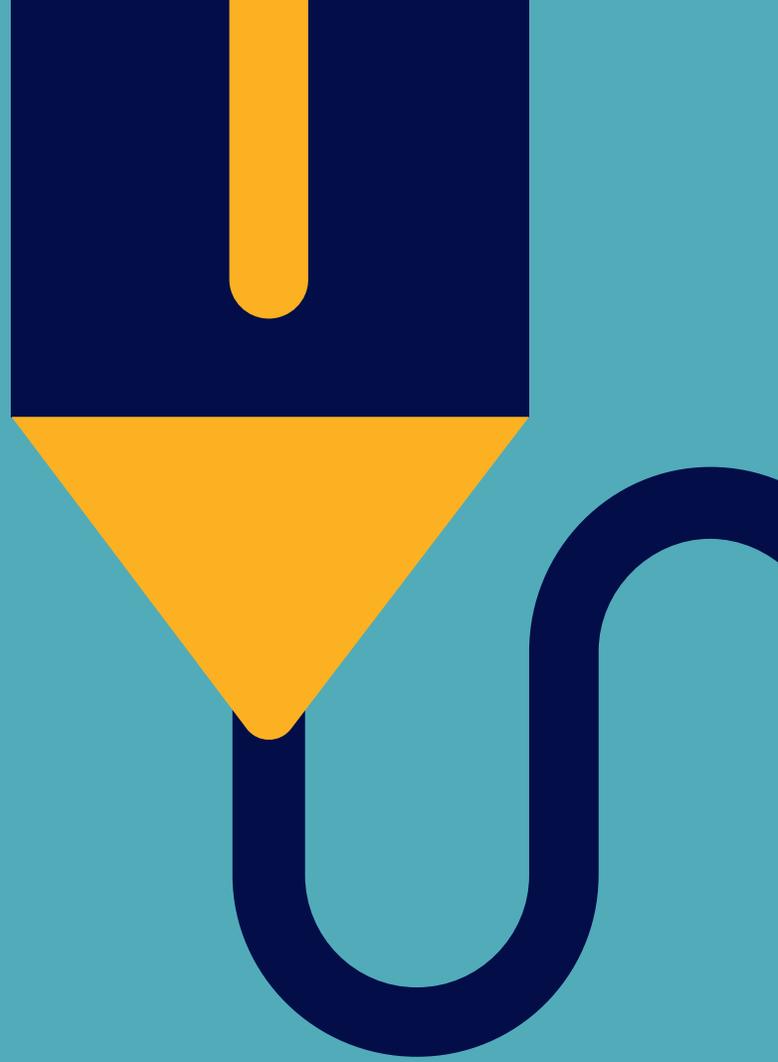
# national salaries

management	entry-level	mid-level	senior-level
assembly supervisor	\$25.61	\$29.39	\$33.63
assistant foreman	\$22.14	\$25.92	\$29.91
assistant plant manager	\$32.87	\$38.55	\$44.50
assistant production supervisor	\$20.32	\$23.82	\$27.51
logistics manager	\$31.78	\$37.88	\$44.40
maintenance manager	\$31.25	\$37.53	\$43.08
maintenance supervisor	\$30.02	\$35.52	\$41.28
operations manager	\$43.04	\$50.40	\$57.87
plant manager	\$48.87	\$61.64	\$74.32
production manager	\$43.75	\$50.59	\$58.23
quality control manager	\$43.44	\$49.49	\$56.23
warehouse manager	\$31.85	\$36.59	\$41.75

## production

CNC programmer	\$25.00	\$29.58	\$34.45
injection molder	\$14.23	\$16.43	\$18.70
manufacturing worker	\$14.17	\$16.38	\$18.75
production helper	\$13.41	\$15.69	\$17.75
production laborer	\$13.10	\$16.35	\$19.20
production machinist	\$18.54	\$22.09	\$25.71
production scheduler	\$24.25	\$29.09	\$33.38
tool and die maker	\$25.21	\$29.89	\$34.48
welder	\$20.19	\$23.56	\$27.02

warehouse/distribution	entry-level	mid-level	senior-level
driver	\$17.88	\$20.87	\$23.97
forklift operator	\$15.05	\$18.17	\$20.73
inventory control clerk	\$16.20	\$19.13	\$21.87
manual packager	\$13.34	\$15.88	\$18.17
materials handler	\$14.88	\$17.92	\$20.66
picker/packer	\$13.24	\$15.34	\$17.02
shipping and receiving clerk	\$17.69	\$20.83	\$24.07
stock handler	\$14.88	\$17.92	\$20.66
warehouse laborer	\$14.65	\$17.65	\$19.70



# office and administration.

Office and administration functions are truly the core of any business, serving as a vital bond between employees and customers. And while these roles aren't going away any time soon, they are changing — and rapidly. New technologies like digital sign-in kiosks and automated bill-pay apps are altering many of these functions, and office and administration professionals will need new skills to keep up. For employers, this means either focusing on training and upskilling or making new external hires. Finding those candidates, however, won't be easy.

In fact, according to a recent [Randstad client survey](#), talent shortages or skills gaps are the biggest external challenges facing hiring managers today. However, as many will soon discover, aligning on compensation may prove to be a major obstacle, as well.

# 2020 trends

Here are some of the most in-demand office and administration roles for the year ahead.

## administrative assistants

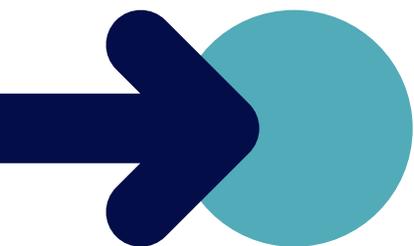
There were a staggering number of new opportunities for administrative assistants in the last 12 months — 431,018, to be exact — and more than 40,000 of them in the healthcare and social assistance sectors alone. Slicing the data further shows especially high demand for specialists: During that same period, there were 154,328 job postings for medical secretaries — talented multitaskers at the center of fast-paced health practices who work closely with providers and staff alike.

In 2020, employers will continue to seek expert admins who have in-depth industry knowledge, previous experience in their industry and skills using the software, tech and apps that their businesses depend on. But with so much competition for a relatively limited pool of talent — particularly in states like California, Texas and Florida, where demand is highest — don't expect current salary levels to remain stagnant in 2020.

## customer service representatives

Technology is rapidly transforming the way call centers and contact centers operate today, with customer service representatives (CSRs) increasingly handling everything from bill payments to order inquiries, complex support questions and more. Plus, CSRs are being empowered with new tools like live-chat capabilities — something 77 percent of customers say they won't make a purchase without. And with more than half a million CSR jobs posted in the past 12 months alone, live-chat experience is likely going to be at the top of the list of in-demand skills in 2020.

However, opportunities are more tightly concentrated in certain regions than others, such as California, Texas and Florida. What's more, the BLS anticipates approximately 136,000 new jobs will be created for customer service reps by 2026, which is something that any company struggling to attract and hire these skilled pros today should take note of. This likely means the competition is only going to heat up in 2020.



there were over **431,000**  
new opportunities for  
administrative assistants  
in the past 12 months.

## executive assistants

Think executive assistants (EAs) are simply schedulers, approvers and organizers? Think again. The scope of the role has widened now that conferencing, invoicing and project reporting of all kinds can be effectively monitored and managed via apps and other digital tools. What's more, project management has become the mainstay of the executive assistant role in recent years. In fact, EAs are now at times expected to support not a lone executive, but in some cases, an entire executive team.

That's largely why companies are increasingly looking for executive assistants with both tech savvy and project management experience. In fact, almost half of the [75,000 job postings](#) for EAs published in the last 12 months required knowledge of specific software, project management experience or both. With no sign of diminishing demand, expect the hiring market for these skilled professionals to continue to be competitive in 2020 and beyond.

## general clerks

In the last 12 months, there were nearly [400,000 new job postings](#) for general clerks, strongly indicating that opportunities for these essential professionals will remain plentiful in the year ahead. And in terms of demand, the top sectors hiring general clerks today are [retail, finance, insurance, healthcare and social assistance](#).

With so many new hires to make, companies must develop best-in-class onboarding processes, provide learning and development opportunities and keep employees more engaged in order to retain them down the line. Otherwise, expect to see even more new job postings in the year ahead.

## receptionists

There were more than [140,000 new opportunities](#) posted for receptionists in the last 12 months. And during that same period, there were also signs of increasing specialization in the field: While the majority of job postings were for general receptionists, openings for related roles in healthcare settings — for example, schedulers and front-desk coordinators — appeared with greater frequency as well.

Looking ahead, expect to see this trend continue, with new opportunities opening up for receptionists in traditional office environments and healthcare settings alike. Plus, if salaries start to creep up, that could have a ripple effect on compensation levels for office and administration pros at large.

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## 2020 outlook

Technology is changing the nature of office and administration roles, expanding their scope and giving them the opportunity to deliver value in new ways. In light of the demand forecast for 2020 and existing talent challenges, that fact should convince many companies to consider new approaches to talent acquisition — and to seek out partners capable of delivering business value by eliminating their hiring pain points from end to end.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand office and administration positions.

For non-executive titles (managers and below), compensation data is organized by hourly rates across three levels of professional experience:

**entry-level**

one year of experience

**mid-level**

five years of experience

**senior-level**

10 years of experience

For executive titles (directors and above), compensation data is organized by hourly rates across three levels of company revenue:

**small**

\$50M

**mid**

\$100M

**large**

\$250M+

For salary information and titles specific to your region, [contact your local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

administrative	entry-level	mid-level	senior-level
administrative assistant	\$18.34	\$21.24	\$24.42
administrative coordinator	\$20.43	\$23.75	\$26.92
administrative secretary	\$21.00	\$26.37	\$31.14
eligibility specialist	\$15.17	\$17.86	\$20.74
executive assistant	\$26.96	\$32.95	\$38.56
file clerk	\$14.47	\$17.87	\$19.92
front desk receptionist/switchboard operator	\$13.42	\$16.07	\$18.27
general/office clerk	\$16.28	\$18.46	\$20.67
insurance verification specialist	\$22.70	\$26.08	\$29.94
mailroom clerk	\$14.18	\$16.48	\$18.01
medical receptionist	\$13.70	\$16.92	\$19.01
medical records administrator	\$39.77	\$46.09	\$52.86
medical records clerk	\$15.74	\$18.51	\$21.65
office assistant	\$14.20	\$16.90	\$19.00
office manager	\$25.90	\$29.26	\$33.03
patient access representative/specialist	\$21.58	\$25.22	\$28.63
receptionist	\$14.29	\$16.32	\$18.76
scheduler	\$14.25	\$16.82	\$19.20
secretary	\$16.45	\$19.85	\$22.86
secretary (bilingual)	\$17.91	\$21.21	\$24.58
word processor	\$14.36	\$16.89	\$19.14
<b>call/contact center</b>			
call center representative (complex calls)	\$17.70	\$21.13	\$24.48
call center representative (general calls)	\$12.62	\$15.06	\$17.23
call center representative (specialized calls)	\$15.26	\$18.27	\$20.83
call center sales representative	\$14.59	\$16.70	\$19.25
call center supervisor	\$22.95	\$26.85	\$30.97
contact center specialist	\$13.01	\$15.57	\$17.74

# national salaries

call/contact center (continued)	entry-level	mid-level	senior-level
customer service representative, financial	\$16.40	\$19.56	\$22.65
customer service representative, insurance (commercial)	\$19.08	\$22.72	\$26.59
customer service representative, insurance (personal)	\$15.61	\$18.62	\$21.46
data entry operator	\$14.36	\$16.89	\$19.14
data entry operator lead	\$18.35	\$21.44	\$24.34
data entry supervisor	\$22.85	\$26.92	\$31.31
order processing clerk	\$15.60	\$18.45	\$20.81
order processing supervisor	\$24.21	\$29.65	\$34.38
transportation import/export specialist	\$16.71	\$19.98	\$22.50
<b>human resources</b>			
benefits clerk	\$17.90	\$21.34	\$24.71
benefits coordinator	\$25.44	\$31.34	\$34.92
employee relations representative	\$32.11	\$37.17	\$42.75
human resources assistant/clerk	\$17.73	\$20.78	\$22.98
human resources coordinator	\$18.59	\$21.79	\$24.06
training coordinator	\$26.70	\$33.17	\$39.09
<b>revenue cycle</b>			
AR/collections representative**	\$17.73	\$21.36	\$24.98
AR/collections supervisor**	\$26.09	\$30.86	\$35.96
certified coder/medical coding technician	\$17.89	\$21.01	\$24.07
data analyst	\$32.08	\$38.31	\$44.71
director, access services*	\$52.85	\$55.88	\$59.04
director, revenue cycle*	\$82.05	\$87.12	\$92.43
insurance billing clerk	\$15.76	\$19.03	\$21.83
insurance claims clerk	\$16.95	\$20.01	\$22.86
insurance claims processor	\$18.40	\$21.13	\$24.34

# national salaries

revenue cycle (continued)	entry-level	mid-level	senior-level
insurance collections clerk	\$13.69	\$16.15	\$18.58
manager, access services	\$33.09	\$37.50	\$43.08
medical billing and collections specialist	\$15.26	\$17.91	\$20.58
medical transcriptionist	\$16.15	\$19.08	\$21.62

## sales and marketing

account coordinator	\$16.75	\$19.98	\$23.10
account manager	\$35.44	\$41.41	\$47.80
account representative	\$34.58	\$39.66	\$45.34
advertising clerk	\$14.31	\$17.24	\$19.70
market data researcher	\$29.55	\$36.96	\$44.18
marketing assistant	\$16.89	\$19.26	\$22.38
marketing coordinator	\$26.98	\$32.40	\$38.01
proofreader	\$17.66	\$20.43	\$23.10
public relations coordinator	\$24.49	\$30.64	\$36.53
sales assistant	\$18.19	\$20.73	\$24.17
sales coordinator	\$21.19	\$23.90	\$27.83
survey worker, marketing	\$14.33	\$16.86	\$18.93
telemarketing representative	\$14.59	\$16.70	\$19.25

\*salaries for executive titles are organized by hourly rates across three levels of company revenue: small (\$50M), mid (\$100M) and large (\$250M+)

\*\*alternate titles include: payment poster representative, insurance follow-up representative; patient financial services (PFS) representative/supervisor



# technologies.

In a world where almost half of Gen X and Gen Z employees admit to secretly sending text messages during work meetings, technology can feel both ubiquitous and invisible. The same might be said about today's most in-demand tech professionals: Search for tech-related roles on job boards and you'll likely get twice as many hits today as a year ago — but where are all the candidates to fill them?

As any hiring manager will tell you, attracting, hiring and retaining top-notch tech pros is simply getting harder every year. The BLS foresees 13 percent job growth across all computer-related and IT occupations by 2026, a rate that's faster than the average for all occupations and translates to about 557,000 new jobs. But taking advantage of that dynamic growth won't be easy — and for your business to compete tomorrow, decisive action is required today.

# 2020 trends

Here are some of the most in-demand technologies roles for the year ahead.

## cloud engineers

Demand for qualified candidates across all cloud computing specialties — infrastructure, security, architecture and engineering — has increased nearly 33 percent in the last three years. And that makes sense when you consider that, among enterprise companies today, the majority are spending more than \$1 million annually on cloud-related deployments and capabilities.

So while demand for cloud engineering talent remains sky-high, it's also much more pronounced in some states than in others: California, Texas and Virginia, most of all. The takeaway is that landing top-notch cloud engineers in 2020 will continue to be a challenge, and how you approach that challenge will have serious consequences for your bottom line.

## devops developers

DevOps developers are something of a hybrid: part operations engineer, part development engineer, sewn together to play a key role in the entire product or service lifecycle. And demand for them is growing fast. In fact, there were more than 40,000 new jobs posted for DevOps developers in the past 12 months, and 30 percent growth is forecast over the next 10 years.

Meanwhile, lengthy hiring cycles for these skilled pros continue to plague many companies. In part, that's due to the proliferation of new diploma, certification and training programs, which often make it difficult for HR staff to figure out which candidate, exactly, is the right person for the role.

## javascript/.net developers

Demand for these highly skilled developers is soaring right now, with more than 8,000 job postings for JavaScript developers and more than 40,000 for .NET developers in the past 12 months alone. Those numbers should give you pause — and a clear sense of the high-stakes competition for talent in this field. That's particularly true for companies in tech-centered markets.

Looking ahead, demand is only going to get stronger: Nearly 15 percent job growth is forecast for JavaScript developers and more than 30 percent for .NET developers in the next 10 years. With so much demand, you simply can't afford to let a talent shortfall keep your next tech project from getting off the ground.

## machine learning engineers

Unheard of five or 10 years ago, machine learning engineers — tech wizards who apply algorithms to large data sets — now rank among the fastest-growing and most in-demand of all engineering specialties. In fact, there were more than 12,000 job postings for machine learning experts in the past 12 months. And what's more, demand appears to be growing at a rate of 12x year over year. You can see that firsthand in tech-dominated West Coast cities like San Jose and San Francisco, where startups and established companies appear to be scooping up machine learning engineers just about as fast as they can. None of that should be a surprise, of course, given that the global machine learning market is expected to reach \$8.81 billion by 2022. So in the near term, sourcing these skilled pros isn't going to get any easier.

## security analysts

There were more than 25,000 new job postings for security analysts in the past 12 months, and opportunities for this role should continue to grow in the year ahead. In fact, the BLS forecasts 28 percent growth by 2026. Interestingly, however, salaries do not appear to be keeping pace: Over the past five years, while demand has skyrocketed, median annual salaries for security analysts have gone up less than two percent — roughly the rate of inflation during that same period. In that context, companies hoping to achieve different talent outcomes in 2020 will likely adjust their compensation packages to more effectively attract candidates. Expect salary numbers to creep up in the year ahead as a result.



expect to  
see **28%**  
job growth  
for security  
analysts by  
2026.

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## 2020 outlook

In today's dynamic business climate, tech know-how and the ability to innovate are closely connected — which means, when companies lack key talent, serious bottom-line risks can result. Even a single missing link on your tech team can keep business-critical projects from getting off the ground. So as competition for top candidates heats up in the year ahead, employers should rethink talent acquisition strategies, build more robust talent pipelines and examine the potential benefits of staffing partnerships. If not, you might face an uncertain future — in 2020 and beyond.



# salary key

This guide presents nationwide pay information for today's most prevalent and in-demand technology positions.

Compensation data is organized by annual salaries across three levels of professional experience:

**entry-level**

one year of experience

**mid-level**

five years of experience

**senior-level**

10 years of experience

For salary information and titles specific to your region, [contact your local Randstad representative](#) today, or use the online calculator at [Randstad.us/calculator](https://www.randstad.us/calculator).

# national salaries

## data

entry-level

mid-level

senior-level

### big data

data warehouse/business intelligence developer	\$108,046	\$131,123	\$155,468
Hadoop developer	\$110,000	\$146,279	\$158,689
software development architect	\$119,083	\$149,395	\$181,185

### database administration

Oracle database administrator	\$107,729	\$115,914	\$152,563
SQL-server database administrator	\$98,646	\$127,374	\$140,681

### database development

ETL developer	\$104,613	\$134,767	\$151,190
Oracle developer	\$112,798	\$138,094	\$163,336
SQL-server developer	\$107,412	\$130,120	\$157,369

## enterprise software

### collaboration tools

SharePoint developer	\$111,689	\$128,430	\$160,484
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### CRM/ERP

Oracle applications developer	\$111,689	\$131,757	\$160,537
PEGA developer	\$110,897	\$136,404	\$155,415
Salesforce administrator	\$101,233	\$115,069	\$144,536
Salesforce developer	\$111,742	\$135,348	\$158,689
SAP apps developer	\$114,911	\$136,932	\$154,147
SharePoint administrator	\$82,222	\$118,871	\$128,747

## functional areas

### business analysis

business analyst	\$100,547	\$123,783	\$149,236
data analyst	\$91,517	\$118,132	\$140,787

# national salaries

functional areas (continued)	entry-level	mid-level	senior-level
<b>project management</b>			
agile coach	\$122,515	\$136,773	\$159,692
product manager	\$93,259	\$132,285	\$163,283
program manager	\$106,250	\$131,651	\$160,009
project coordinator	\$60,201	\$81,325	\$105,828
project manager	\$102,554	\$131,176	\$160,801
scrum master	\$111,109	\$138,569	\$162,808
<b>QA/testing</b>			
automated QA tester	\$92,309	\$113,855	\$139,255
manual QA tester	\$88,295	\$113,274	\$135,981
performance engineer (QA)	\$104,560	\$129,644	\$153,725
<b>technical writing</b>			
instructional designer	\$78,156	\$123,413	\$148,919
technical writer	\$89,774	\$118,977	\$159,428
<b>infrastructure</b>			
<b>desktop/help desk</b>			
desktop/help desk support technician	\$50,960	\$78,948	\$111,954
<b>network engineering</b>			
network administrator	\$83,437	\$117,868	\$140,100
<b>systems administrative engineering</b>			
Linux/Unix systems engineer	\$102,078	\$128,694	\$151,560
storage administrator	\$88,718	\$116,706	\$142,582
virtualization engineer/cloud developer/cloud engineer	\$108,468	\$132,866	\$164,128
Windows systems engineer	\$102,078	\$113,960	\$143,322
<b>security</b>			
<b>network engineering</b>			
certified ethical hacker (CEH)/penetration tester	\$138,463	\$147,863	\$168,986
cybersecurity engineer	\$110,792	\$128,641	\$165,395

# national salaries

## security (continued)

### entry-level

### mid-level

### senior-level

#### network engineering (continued)

network engineer (Cisco or Juniper)	\$83,437	\$110,105	\$145,011
network security engineer	\$96,481	\$129,063	\$150,715
security analyst	\$96,745	\$124,892	\$147,282

## software development

#### application architecture

software architect	\$119,083	\$149,395	\$181,185
software development engineer in test	\$89,246	\$128,166	\$151,137

#### devops

build and release/configuration engineer	\$119,347	\$138,358	\$171,099
devops developer	\$110,845	\$137,830	\$163,125

#### software engineering

.NET developer	\$106,197	\$128,641	\$152,986
artificial intelligence (AI)/applications engineer	\$114,541	\$138,094	\$168,036
data scientist	\$114,330	\$124,047	\$153,936
embedded engineer	\$110,052	\$131,017	\$158,636
full-stack web developer	\$107,518	\$133,922	\$158,530
JavaScript developer	\$104,983	\$131,070	\$157,950
machine learning engineer	\$108,732	\$137,513	\$168,089
mobile developer (iOS, Android, W8)	\$104,138	\$134,714	\$153,355
Python developer	\$107,412	\$139,255	\$162,702
software/back-end engineer	\$110,739	\$136,193	\$158,002

#### web and app design

graphic designer	\$78,367	\$121,301	\$140,628
PHP developer	\$97,907	\$129,169	\$164,287
Ruby developer	\$111,954	\$139,044	\$164,287
UI/visual designer	\$105,986	\$126,370	\$152,986
UX/interaction designer	\$107,042	\$133,658	\$156,577

# human

# forward.



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