



 randstad®

# 2019 salary guide.

A nationwide directory of compensation data and industry trends for a variety of professions.



# welcome to the salary guide.

In 2018, the U.S. economy experienced a first: In June, there were officially 350,000 more open jobs than there were unemployed people. That's never happened before, and the economy hasn't shown any sign of slowing in the months since then. That's great news for job seekers — but not so much for employers. In fact, it means the competitive labor market we've experienced over the past few years is getting markedly tighter.

In an economy this competitive, employers need to use every tool at their disposal, with the most effective one still being your salary offerings. As Randstad's own research has shown, for professionals of every gender, age and professional level, the most important factors when choosing an employer are attractive salary and benefits.

With so much riding on your ability to hire quality talent quickly and effectively, you simply can't afford to pay less than your competitors. In fact, you can't afford to pay on par with your competitors, either. Aligning with the market just isn't enough these days. To secure the talent you need in order to stay competitive and drive your business forward, you've got to offer salaries that stand out among the competition — but you can't do that if you don't know what the overall market offers.

That's why Randstad's 2019 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.



# about the guide.

This guide provides nationwide compensation information 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 insights from the Economic Research Institute (ERI), a trusted provider of global compensation data and analytics. More information on ERI can be found at [www.eri.com](http://www.eri.com).

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 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 within your local hiring market, contact a Randstad representative in your area today.

To view real-time salary data for all the positions we place in each market we serve — and to see how compensation in your region compares to the national average — visit our interactive salary calculator at [randstad.us/calculator](http://randstad.us/calculator) today.

\*The compensation data presented in this guide is based on average wages throughout 2018 and may not reflect recent changes in wage laws within all markets. Consult your municipal and state wage laws to ensure your compensation offerings are compliant.

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# 2019 hiring trends.

## key hiring insights for 2019

The hiring market is changing more and faster than ever before, so employers should continue to expect greater disruption in the year ahead. Automation, artificial intelligence (AI) and the “gig economy” are changing who and how businesses hire. But the biggest challenge companies will continue to face is simply finding enough qualified candidates to fill open roles.

The national unemployment rate hovered around four percent throughout 2018, the lowest it's been in over a decade. This means talent will become even more scarce in 2019. In fact, in June of 2018, the U.S. had more open roles than it had unemployed people.

With so many options open to employees, employers are struggling to find the talent they need. Therefore, retention has become a key priority for businesses, but how companies approach the problem varies greatly — as do the outcomes. Furthermore, businesses with long or complicated hiring processes are at risk of losing top talent to organizations capable of making offers faster.

## the compensation conundrum

Given the challenges companies are facing in today's competitive hiring landscape, businesses need to use every tool at their disposal, including compensation and benefits. A recent Randstad study found that:

- Sixty-six percent of workers agree that a strong benefits and perks package is the most important factor when considering a job offer.
- Only 39 percent of workers are satisfied with the benefits their employers offer.

With so much at stake, it's clear that simply aligning your compensation with the overall market isn't enough to attract and retain the best talent. Knowing the standard compensation packages in your industry and then tailoring your pay and benefits packages to exceed them will be critical — and our 2019 Salary Guide has been designed to give you all the information you need to help you do just that.

## 2019 at a glance

As the economy and hiring landscape changes and attracting talent becomes harder than ever, here are the numbers that should be top of mind in 2019.\*

\*YTD numbers are based on statistics from January 1 - October 1, 2018.

**196,000**

average number of new jobs created each month YTD

**6.7 million**

average number of open jobs each month YTD

**208 million**

average number of Americans in the workforce YTD

**5.7 million**

average monthly hires YTD

**3.9%**

average unemployment rate YTD

**3 million+**

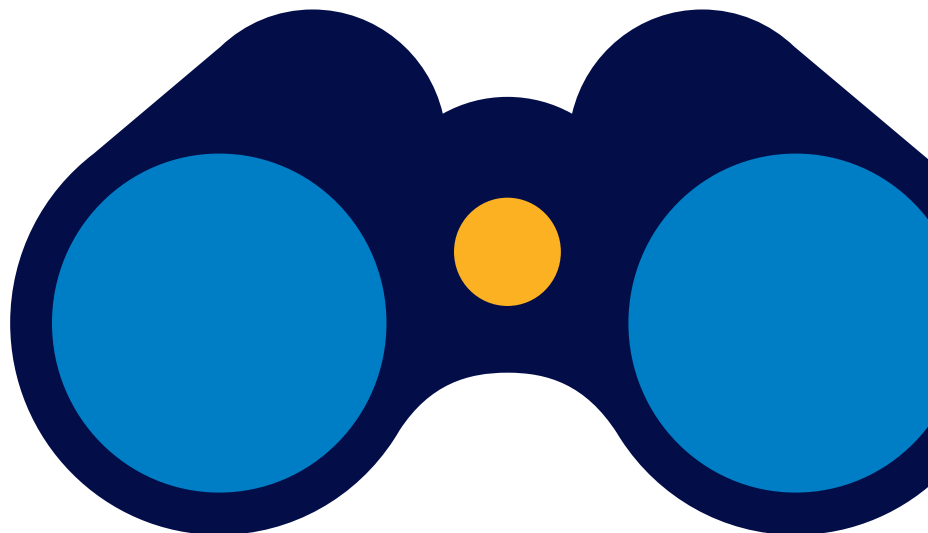
projected number of people who quit their jobs each month in 2018

## how to stay competitive in 2019

Based on these facts, it's clear that there's a lot at stake for employers in the year ahead. With so much opportunity for job seekers, so many recruiters trying to lure employees away from their current roles and so few companies taking an active approach to retaining talent, 2019 promises to be a difficult year — at least if you decide to go it alone.

The savviest businesses know that when they partner with the experts at Randstad, they get the trusted, timely help they need to grow and retain their workforces. Across all industries we serve, our local, specialized recruiters have the tools, insight and expertise you need to make the right hire every time.

If these challenges and obstacles resonate with you, get in touch with Randstad today. We're here to help. Visit [www.randstadusa.com](http://www.randstadusa.com) to get started.



# engineering trends.

Growth in the engineering industry continues to be driven by new technologies on all fronts. Increased automation and the expanding fields of robotics and additive manufacturing (3D printing) have increased demand for engineers, while the advent of new workplace tools and improved interconnectivity between factory devices and equipment have made the jobs of engineers more efficient.

As such, employment opportunities for engineers are projected to be plentiful in 2019. Increased retirement throughout the occupation, coupled with fewer engineering graduates entering the workforce, means the already fierce competition for top talent will only intensify throughout the year.

Some of the most in-demand engineering roles for 2019 include:

## controls engineers

Increased automation is continuing to raise employment opportunities for controls engineers throughout multiple sectors. Controls engineers will be sought-after in greater numbers by organizations in the automotive, construction and manufacturing industries to develop efficient automated systems. As reliance on automated systems is only expected to increase over time, job prospects for controls engineers can be counted on to be favorable going forward.

## mechanical engineers

Mechanical engineers will be needed by organizations on the cutting edge in 2019, with the BLS predicting nine percent growth in employment opportunities over the next several years. As the manufacturing industry grows, mechanical engineers will be needed in greater numbers to drive production by designing, analyzing and manufacturing new products. The expanding field of robotics will be a major area of opportunity for mechanical engineers in 2019, as organizations in this sector will rely on top talent to continue innovating.

# The U.S. Bureau of Labor Statistics (BLS) projects that there will be nearly 140,000 new jobs for engineers between 2016-2026.

## project managers

Project managers will be in demand in 2019 across a variety of industries. Opportunities abound in construction, with the BLS predicting 11 percent growth for construction managers over the next few years, as well as for architectural and engineering managers, projecting six percent growth between 2016 and 2026. As businesses in these growing industries look to add project managers to their staffs, candidates with past experience and official project management certifications will be the most in demand.

## quality engineers

The BLS is expecting employment opportunities for quality engineers to continue growing in 2019, with industrial engineers as a whole predicted to increase 10 percent between 2016 and 2026. The expertise of quality engineers will be needed throughout a variety of industries like textiles, clothing, food and electronics. The rebounding automotive industry will be a major area of opportunity in 2019 as well, with most major car markets showing themselves to be in good shape for growth. These automakers will need capable quality engineers to test processes and monitor efficiency as production ramps up.

## technicians

Manufacturing is growing again, and the industry as a whole is expected to grow faster than the general economy. As manufacturing operations expand, employers will need to hire more and more technicians to support increased production on the floor. Technicians' inherent versatility is what will make them extremely valuable in 2019, as employers will need candidates capable of assembling products, troubleshooting issues and implementing process improvements to reduce cost and increase efficiency.

## 2019 outlook

With unemployment low and the need for engineering roles high, candidates are in the driver's seat when it comes to selecting the best job offers, with a current median annual wage of \$91,010 — twice that of the median wage for all workers. Employers should spare no expense when it comes to attracting and retaining top talent, as their ability to keep up with the fast pace of innovation will depend on the quality of candidates they can secure.

# 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.



# engineering national salaries.

## energy

	entry-level	mid-level	senior-level
construction superintendent/construction manager	\$80,250	\$95,500	\$116,900
designer	\$71,450	\$82,000	\$94,900
drafter	\$40,200	\$57,000	\$68,000
electrical engineer	\$77,050	\$94,150	\$131,100
project engineer/project manager	\$60,250	\$105,650	\$121,850
safety engineer/safety manager	\$88,500	\$105,200	\$108,250
scheduler	\$61,000	\$67,300	\$112,300
technician/operator	\$48,550	\$63,600	\$77,900

## engineering and construction

buyer	\$62,350	\$68,650	\$85,250
civil engineer/structural engineer	\$81,250	\$97,350	\$121,100
construction superintendent/construction manager	\$78,850	\$101,350	\$117,900
designer	\$67,450	\$82,000	\$104,750
drafter	\$48,750	\$56,150	\$72,750
electrical engineer	\$87,700	\$106,650	\$127,950
mechanical engineer	\$78,100	\$95,250	\$118,000
project engineer/project manager	\$83,050	\$96,150	\$118,350
safety engineer/safety manager	\$86,650	\$88,550	\$125,750
scheduler	\$54,800	\$81,250	\$123,850
technician	\$46,050	\$56,800	\$85,950

## manufacturing

controls engineer	\$85,000	\$101,650	\$126,450
designer	\$63,450	\$78,750	\$101,150
drafter	\$47,250	\$58,450	\$73,150
electrical engineer	\$79,750	\$97,700	\$123,150

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

# engineering national salaries.

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manufacturing	entry-level	mid-level	senior-level
engineering manager*	\$93,800	\$120,050	\$142,300
field service technician*	\$44,500	\$54,900	\$69,250
maintenance supervisor/maintenance manager	\$63,850	\$76,550	\$85,850
manufacturing engineer*	\$70,250	\$88,550	\$106,150
mechanical engineer*	\$74,650	\$91,650	\$117,700
metallurgist	\$80,800	\$101,550	\$120,150
planner	\$57,050	\$69,850	\$104,000
production supervisor/production manager	\$86,250	\$113,700	\$121,400
project engineer/project manager	\$81,250	\$98,500	\$120,850
quality engineer/quality manager	\$72,950	\$89,000	\$118,300
safety engineer/safety manager	\$76,750	\$92,600	\$121,250
supply chain manager	\$85,150	\$117,600	\$144,500
technician	\$43,000	\$51,700	\$77,900

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



# finance and accounting trends.

Opportunities for finance and accounting professionals are expected to grow this year. However, with unemployment at a record-low 3.7 percent and fewer job seekers on the market, finding and securing skilled financial talent will remain a challenge for employers in 2019.

Unemployment rates in the sector are even lower than the already-low national rate (2.5% for accountants and 2.1% for financial analysts, respectively). That, coupled with the fact that for the first time in history, the U.S. has had more job openings than job seekers for several months running, makes it clear that employers looking to hire within the industry face a daunting task.

Indeed, when asked to name the most pressing internal and external challenges facing their organizations in a recent Randstad Professionals survey, hiring managers placed “recruiting and retaining talent” (40%) and “talent shortages or skill gaps in certain departments” (26%) at the top of the list.

With so much competition over the same shrinking pool of talent, employers will need to act fast if they want to secure the market’s most sought-after candidates. Yet, lengthy time-to-fill rates continue to impede that goal. Sixty percent of respondents to the Randstad Professionals survey reported that it takes between two to three months to fill a direct hire vacancy — and that’s much too long. Top finance and accounting talent is in high demand, and skilled candidates in these fields will have no shortage of options in 2019. To remain competitive this year, businesses should look to accelerate their hiring cycles as much as possible.



# Headcount for finance and accounting professionals is expected to **increase 2.3% this year alone** — a post-recession high.

Here's the current state of a few key accounting and finance occupations for 2019:

## accounts payable/ accounts receivable clerks

There continues to be high demand for these two roles that oversee and coordinate critical business transactions, like timely payment of invoices and reconciling customer accounts. New technical advancements are leading to changes in these functions, with more clerks expected to take on analysis roles for their companies and clients.

## credit and collections clerks/managers

Qualifying new customers and suppliers and investigating risk continue to be critical functions in accounting departments, even as new software and automated calling systems are making collections more efficient.

## financial analysts

Expect fierce competition for financial analysts this year, as the BLS expects demand for professionals in the field to grow by almost 11 percent — that's 32,100 new jobs — by 2026. Experienced financial analysts will be in the most demand, with competition highest among those trying to break into the field.

## payroll managers

Payroll affects every aspect of a company, from the reputation of the organization right down to the morale of its employees. As automation makes its impact on the payroll function, managers will be providing payroll trend analysis and even predictive analytics that can provide companies with a real competitive advantage that can contribute to informed decisions.

## staff/senior accountants

Accountants stand to benefit the most from the healthy economy, with a job growth rate of 10 percent — a higher rate than the combined average of all other occupations. A growing economy and increased globalization have kept the need for the skill sets of senior and staff accountants high, while increased automation has made them even more efficient at their jobs.

## 2019 outlook

Organizations in search of finance and accounting talent need to prioritize the overall candidate hiring experience in order to attract and retain in-demand candidates. Offering compelling benefits and competitive compensation will be necessary to stand out and secure skilled personnel in today's tight talent market.

# salary key.

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

# finance and accounting national salaries.

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accounting	entry-level	mid-level	senior-level
accounting manager	\$83,959 - \$101,899	\$96,480 - \$117,097	\$110,203 - \$133,751
accounts payable clerk	\$32,480 - \$36,671	\$39,176 - \$44,232	\$45,383 - \$51,240
accounts payable manager	\$69,577 - \$84,444	\$82,157 - \$99,713	\$96,606 - \$117,249
accounts payable supervisor	\$50,531 - \$59,871	\$60,484 - \$71,663	\$70,456 - \$83,478
accounts receivable clerk	\$33,534 - \$37,862	\$40,446 - \$45,666	\$47,268 - \$53,368
accounts receivable manager	\$69,991 - \$82,927	\$81,813 - \$96,934	\$95,869 - \$113,588
accounts receivable supervisor	\$48,525 - \$57,493	\$57,430 - \$68,045	\$66,955 - \$79,330
assistant controller	\$92,392 - \$117,657	\$107,742 - \$137,205	\$125,205 - \$159,443
controller*	\$126,730 - \$226,511	\$138,157 - \$246,934	\$152,743 - \$273,005
cost accountant/analyst	\$55,063 - \$66,030	\$63,922 - \$76,653	\$73,754 - \$88,444
cost accounting clerk	\$31,957 - \$37,410	\$37,830 - \$44,286	\$42,703 - \$49,990
cost accounting manager	\$83,531 - \$101,380	\$95,734 - \$116,190	\$109,826 - \$133,293
credit and collections clerk	\$30,269 - \$35,010	\$36,181 - \$41,848	\$41,462 - \$47,955
credit and collections manager	\$79,409 - \$95,226	\$90,905 - \$109,011	\$104,782 - \$125,652
junior accountant	\$57,074 - \$68,441	\$61,383 - \$73,609	\$67,404 - \$80,829
payroll coordinator/clerk	\$36,087 - \$42,245	\$43,126 - \$50,486	\$49,418 - \$57,851
payroll manager	\$68,236 - \$82,817	\$79,096 - \$95,998	\$90,786 - \$110,185
payroll supervisor	\$49,419 - \$59,261	\$57,960 - \$69,504	\$67,015 - \$80,362
SEC reporting manager	\$95,118 - \$115,443	\$109,053 - \$132,356	\$125,399 - \$152,194
senior accountant	\$61,774 - \$73,191	\$70,336 - \$83,336	\$80,461 - \$95,333
staff accountant	\$57,074 - \$68,441	\$61,383 - \$73,609	\$67,404 - \$80,829

## executive

chief financial officer*	\$170,990 - \$305,618	\$193,311 - \$345,514	\$228,874 - \$409,077
vice president of accounting and finance*	\$157,565 - \$193,548	\$169,850 - \$208,637	\$181,727 - \$223,226
vice president of internal audit*	\$137,280 - \$183,425	\$145,313 - \$194,158	\$152,474 - \$203,727
vice president of tax*	\$166,676 - \$236,501	\$179,046 - \$254,053	\$191,190 - \$271,285

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



# finance and accounting national salaries.

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## finance

	entry-level	mid-level	senior-level
business systems analyst	\$64,132 - \$76,906	\$78,587 - \$94,239	\$93,178 - \$111,737
director of finance*	\$134,511 - \$177,579	\$142,731 - \$188,432	\$151,221 - \$199,639
finance manager	\$78,114 - \$94,805	\$90,437 - \$109,762	\$104,111 - \$126,357
financial analyst	\$65,201 - \$78,187	\$74,293 - \$89,089	\$84,490 - \$101,317

## internal audit

director of internal audit*	\$111,163 - \$148,529	\$118,055 - \$157,737	\$125,079 - \$167,123
internal audit manager	\$93,093 - \$114,352	\$106,823 - \$131,217	\$122,293 - \$150,220
internal auditor	\$54,898 - \$65,832	\$67,789 - \$81,290	\$79,857 - \$95,762

## public accounting\*\*

associate	\$56,665 - \$67,951	\$67,358 - \$80,774	\$78,647 - \$94,312
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## purchasing/procurement

procurement specialist	\$42,272 - \$51,304	\$48,470 - \$58,827	\$55,696 - \$67,598
purchasing manager	\$77,406 - \$93,946	\$90,668 - \$110,043	\$104,175 - \$126,436

## small business accounting

accounting clerk	\$31,523 - \$36,461	\$37,267 - \$43,104	\$42,567 - \$49,234
bookkeeper	\$31,225 - \$36,996	\$36,313 - \$43,025	\$41,646 - \$49,344

## tax

director of tax*	\$126,243 - \$166,664	\$133,425 - \$176,145	\$139,289 - \$183,887
tax accountant	\$59,887 - \$72,684	\$67,749 - \$82,226	\$76,545 - \$92,902
tax manager	\$90,960 - \$111,732	\$104,203 - \$127,999	\$119,617 - \$146,934

## treasury

treasury analyst	\$58,911 - \$70,644	\$67,273 - \$80,672	\$76,636 - \$91,899
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\*salaries for executive titles are organized by interquartile ranges across three levels of company revenue: small (\$50M), mid (\$100M) and large (\$250+)

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



# healthcare trends.

The healthcare industry is poised to continue its growth in 2019. The BLS predicts the industry as a whole will grow 18 percent by 2026, and healthcare workers across all functions can expect to see opportunities increase as a result. Breakthroughs in science, technology and information management will continue to disrupt the space and change the way companies manage, monitor and administer care. Patient experience has also risen to the forefront, with new technologies like patient-accessible apps, portals and even self-check-in kiosks creating more efficient, personalized care environments.

Meanwhile, the aging baby boomer population and the rapid rise of ambulatory care centers continue to be primary drivers of healthcare industry growth, increasing the need for healthcare support workers and clinical practitioners across the sector.

While demand will be felt across all areas of the industry, these positions will be especially sought-after in 2019:

## clinical roles

### nurse practitioners

Greater emphasis on preventative care is driving employment for nurse practitioners, with the BLS predicting the occupation to grow 31 percent between 2016 and 2026. As the aging boomer population and the medical services they require continue to put a strain on healthcare providers, nurse practitioners can help to better distribute patient workloads between caregivers to ensure optimal levels of coverage. The most in-demand candidates for this position will vary by employer need, given the many certifications that nurse practitioners can acquire to diversify their skill sets and address specific needs with more focused specialization.

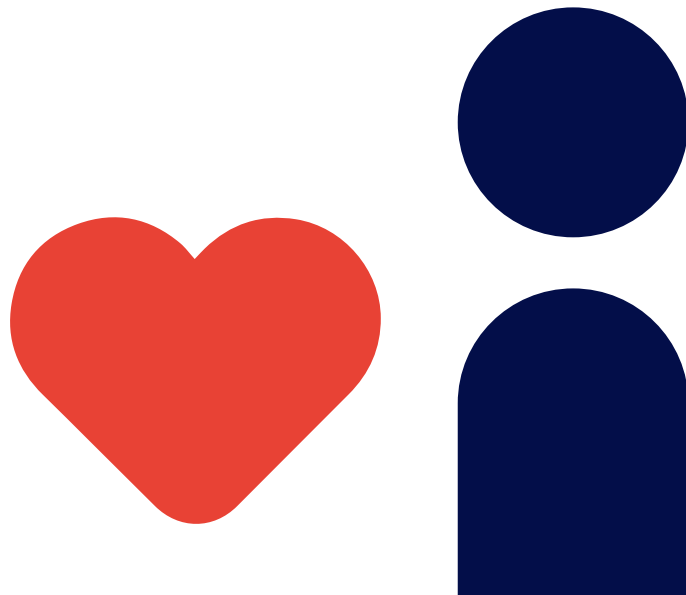
More than 14.3 million people are employed in the healthcare industry, and it's projected that **3.2 million new healthcare-related jobs will be created over the next eight years.**

### pharmacy technicians

Pharmacy technicians are projected to be in high demand, with a 12 percent growth rate expected between 2016 and 2026. The aging population will drive demand for more prescription drugs, creating ample employment opportunity for pharmacy technicians. Not to be overlooked, too, is the impact that the growing pharmaceutical industry is having on employment opportunities for pharmacy technicians. New advancements in pharmaceutical research will result in more new drugs being released to market to help fight diseases. Top talent for this role will have both classroom and laboratory work experience and either a certification or a degree, depending on the program.

### registered nurses

Job opportunities for registered nurses are expected to be plentiful in 2019. The shortage of nurses and a growing population of elderly have increased demand, with the overall need for registered nurses projected to increase 28 percent by 2030. As the older population creates more patients than hospital staffs can handle, nurses will be needed in even greater numbers to provide care across the country, particularly in areas that have been hit hardest by the shortage, like California, Texas and New Jersey.



## non-clinical roles

### certified coder/medical coding technicians

As the insurance landscape becomes more complex, employers will need experienced medical coding technicians to ensure providers receive adequate reimbursement. As a result, job opportunities for health information technicians like medical coders are expected to grow 13 percent between 2016 and 2026. The most in-demand candidates will have a coding certification from either the American Academy of Professional Coders or the American Health Information Management Association. The state with the most new opportunities will be California, where approximately 21,900 technicians are currently employed. The top industry for the occupation is still projected to be general medical and surgical hospitals, which employ more than 68,000 medical billing and coding personnel alone.

### medical secretaries

During this period of healthcare industry growth, job opportunities for medical secretaries are projected to grow 22 percent between 2016 and 2026. With increased patient volume, physicians will need skilled medical secretaries to assist patients, families and visitors on the bustling frontlines. Top talent for this role will need to be able to use and adapt to the many new digital tools and databases at their disposal and have superior communication skills and patient-facing demeanor. Employers should also look to hire candidates who can update and manage complex filing systems and databases and be able to handle insurance billing at scale to prepare for this new growth.

## 2019 outlook

With this increased demand comes fierce competition for talent, and employers are already struggling to attract and retain the candidates they need. To combat this talent shortage, employers are devoting more resources to their employee engagement and retention programs. Others are looking to make themselves more attractive to highly sought-after candidates by offering benefits and perks packages that are more closely aligned with the expectations of today's workers. Employers will need to incorporate pieces of both these strategies to attract and keep the talent they want and need in 2019.





# salary key.

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

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.



# healthcare

## national salaries.

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### clinical

### entry-level

### mid-level

### senior-level

#### advanced practice

nurse practitioner	\$41.88	\$50.82	\$58.40
physician assistant	\$46.11	\$53.28	\$60.58

#### allied health

cardiac catheterization technician	\$26.83	\$31.48	\$36.22
dialysis technician	\$15.22	\$17.66	\$20.35
medical assistant	\$14.53	\$16.62	\$18.58
medical lab technician	\$17.91	\$21.04	\$24.06
pharmacist	\$51.67	\$60.86	\$68.47
pharmacy technician	\$15.14	\$17.81	\$20.17
phlebotomy technician	\$13.11	\$15.64	\$17.99
polysomnographer	\$21.44	\$26.02	\$30.08
radiology technician	\$23.92	\$27.87	\$31.67
surgical technologist	\$18.47	\$21.56	\$24.21
ultrasound/sonographer	\$27.84	\$32.61	\$37.77

#### nursing

licensed practical nurse (LPN)	\$19.71	\$23.31	\$26.29
registered nurse (RN)*	\$31.70	\$36.82	\$42.26
acute care/hospital	\$31.47	\$36.61	\$41.72
case management	\$31.61	\$36.71	\$42.13
highly specialized acute care	\$31.00	\$36.10	\$41.14
home care	\$30.89	\$35.94	\$40.92
outpatient care	\$29.29	\$34.13	\$38.65

\*titles in this area of specialization include: medical surgical nurse, intensive care unit nurse, cardiac catheterization laboratory nurse, CVOR nurse, CVICU nurse, interventional radiology nurse, home care nurse and clinic nurse

# healthcare

## national salaries.

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### non-clinical

### entry-level

### mid-level

### senior-level

#### access services

director, access services**	\$51.50	\$54.33	\$57.21
director, revenue cycle**	\$81.06	\$85.66	\$90.63
eligibility specialist	\$22.52	\$26.17	\$29.99
front desk receptionist/operator	\$12.91	\$15.35	\$17.48
insurance verification specialist	\$20.96	\$24.08	\$27.63
manager, access services	\$32.81	\$36.97	\$42.37
medical receptionist	\$13.16	\$16.23	\$18.24
patient access representative/specialist	\$21.18	\$24.75	\$28.11
scheduler	\$13.91	\$16.42	\$18.74

#### accounting

accounting clerk	\$16.46	\$19.44	\$22.19
AP clerk	\$16.77	\$20.20	\$23.39
AP supervisor	\$26.63	\$31.85	\$37.08

#### billing and collections

AR/collections representative***	\$17.31	\$20.85	\$24.35
AR/collections supervisor***	\$25.58	\$30.25	\$35.24
customer service, insurance (commercial)	\$18.45	\$21.98	\$25.62
customer service, insurance (personal)	\$15.42	\$18.40	\$21.18
data entry operator	\$14.26	\$16.77	\$19.08
data entry operator lead	\$17.75	\$20.75	\$23.51
data entry supervisor	\$21.60	\$25.44	\$29.69
insurance billing clerk	\$15.43	\$18.62	\$21.40
insurance claims clerk	\$16.31	\$19.25	\$22.15
insurance claims processor	\$18.17	\$20.88	\$23.95
medical billing clerk	\$15.43	\$18.62	\$21.40

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

\*\*\*alternate titles include: payment poster; patient financial services (PFS) and insurance follow-up

# healthcare

## national salaries.

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### non-clinical (continued)

#### entry-level

#### mid-level

#### senior-level

#### charge capture and coding

certified coder/medical coding technician	\$17.64	\$20.76	\$23.60
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#### medical records/administrative

executive assistant, healthcare	\$26.44	\$32.30	\$37.81
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medical records administrator	\$37.94	\$43.96	\$50.43
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medical records clerk	\$14.84	\$17.45	\$20.46
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medical secretary	\$15.49	\$18.07	\$20.36
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medical transcriptionist	\$15.81	\$18.69	\$21.18
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# human resources trends.

People power business, and despite increased automation and the adoption of new sourcing tools, finding the right talent is more important than ever. New developments in HR technology have eased much of the burden of busy work, enabling HR professionals to focus more on their contributions to business goals, like employee engagement, upskilling and training initiatives and performance management. But make no mistake: Talent acquisition continues to be a top priority.

With unemployment low and more job openings than there are job seekers, the roles of HR professionals will rise to even greater prominence within their companies as businesses seek an edge in attracting and retaining the talent they need to remain competitive.

The most sought-after human resources jobs for 2019 include:

## compensation/ benefits managers

The BLS predicts employment opportunities to grow five percent between 2016 and 2026 for compensation and benefits managers. Responsible for developing and overseeing an organization's pay structure, compensation personnel will continue to be in demand given pay scale fluctuations and changes in expectations around benefits packages. In today's tight talent market, companies need to ensure they're offering competitive compensation and benefits to attract highly sought-after talent, and they will rely on the insight of their managers in this domain to achieve that end.

## HR generalists

Responsible for a wide range of HR-related functions, from recruitment and employee-relations management to policy and program administration, generalist opportunities are expected to grow seven percent between 2016 and 2026. HR generalists can expect to find the most new opportunities at companies that specialize in providing HR services to businesses and other organizations. Given that the candidate search process now largely takes place online, HR professionals proficient in these new digital applications will be in high demand in 2019.

# Job growth for some human resources (HR) positions is projected to increase by 10% over the next decade.

## HR managers/directors

Employment law is complex and always changing, and organizations are in constant need of capable leaders with up-to-date policy knowledge to ensure adherence to the latest regulations. This demand has led the BLS to predict that employment opportunities for HR managers and directors will grow nine percent in the coming years. HR leaders can expect to find new opportunities as the economy continues to grow and new businesses form that require their services.

## learning and development directors

According to the BLS, continuing education, ongoing training and staff development are requirements for advancement in many careers — leading to an impressive 11 percent growth in employment for the learning and development directors who lead such activities. New innovations in training and learning technology mean that ideal candidates for this position will have experience developing training programs for desktop and mobile platforms and will demonstrate proficiency across a variety of new media channels.

## recruiters

Recruiters are expected to be in high demand, as their talent acquisition skills will be needed by the businesses that have emerged from the booming economy, as well as by existing companies that are seeing continued growth. With the hiring landscape more competitive now than ever, recruiters will be expected to find skilled candidates fast before losing them to competitors. As many of the recruiter's responsibilities — like candidate sourcing and vetting — now occur online, the best candidates in this field will be familiar with the latest HR technologies complementing traditional qualifications, like solid communication skills and candidate assessment abilities.

## 2019 outlook

Overall, organizations that build strong, high-performing HR teams will give themselves an edge as competition for top talent ramps up in 2019. With highly sought-after candidates on the job market for as little as 10 days, accelerating speed-to-hire and offering exceptional benefits and perks packages are a must — and HR professionals with a firm grasp on using new media to broadcast their employers' brands and a knowledge of the right places to network will bring the greatest benefits to their businesses.



# 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.

# human resources

## national salaries.

benefits	entry-level	mid-level	senior-level
benefits analyst	\$50,965 - \$60,385	\$59,033 - \$69,944	\$67,922 - \$80,476
benefits assistant/associate	\$33,878 - \$39,659	\$40,433 - \$47,333	\$46,895 - \$54,897
benefits director*	\$113,301 - \$158,843	\$120,850 - \$169,426	\$128,378 - \$179,980
benefits manager	\$80,779 - \$98,040	\$92,672 - \$112,475	\$106,227 - \$128,926
retirement specialist	\$39,337 - \$47,171	\$45,915 - \$55,060	\$53,072 - \$63,643

### benefits/compensation/HRIS

benefits and compensation specialist	\$49,538 - \$59,405	\$57,822 - \$69,338	\$66,730 - \$80,021
benefits and HRIS specialist	\$41,174 - \$49,374	\$47,396 - \$56,835	\$54,753 - \$65,659
director of HRIS, benefits, compensation*	\$110,893 - \$154,640	\$118,580 - \$165,378	\$126,390 - \$176,272
manager of HRIS, benefits, compensation	\$83,260 - \$101,051	\$96,975 - \$117,696	\$111,979 - \$135,907

### compensation

compensation analyst	\$57,759 - \$69,263	\$69,563 - \$83,418	\$81,455 - \$97,679
compensation director*	\$118,997 - \$160,919	\$126,720 - \$171,363	\$135,171 - \$182,790
compensation manager	\$87,464 - \$106,154	\$102,204 - \$124,043	\$118,149 - \$143,396

### employee/labor relations

employee relations director*	\$109,187 - \$151,245	\$116,455 - \$161,312	\$124,214 - \$172,061
employee relations manager	\$82,621 - \$101,488	\$93,935 - \$115,387	\$107,178 - \$131,654
labor relations director (JD)*	\$123,186 - \$166,583	\$131,452 - \$177,761	\$140,033 - \$189,366
labor relations manager	\$93,219 - \$113,139	\$114,855 - \$139,398	\$136,639 - \$165,837

### generalist

HR coordinator	\$35,411 - \$41,453	\$41,551 - \$48,642	\$45,897 - \$53,729
HR director*	\$109,187 - \$151,245	\$116,455 - \$161,312	\$124,214 - \$172,061
HR generalist	\$56,595 - \$67,867	\$62,075 - \$74,438	\$69,815 - \$83,720
HR manager	\$83,061 - \$100,810	\$96,732 - \$117,402	\$112,022 - \$135,960

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

# human resources

## national salaries.

generalist (continued)	entry-level	mid-level	senior-level
HR specialist	\$40,467 - \$48,527	\$47,236 - \$56,645	\$54,561 - \$65,428
vice president of HR*	\$150,490 - \$256,092	\$169,605 - \$288,620	\$195,474 - \$332,641

### HRIS

compensation director*	\$118,997 - \$160,919	\$126,720 - \$171,363	\$135,171 - \$182,790
HRIS analyst	\$56,640 - \$67,921	\$67,849 - \$81,363	\$79,305 - \$95,101
HRIS manager	\$81,536 - \$98,959	\$96,048 - \$116,571	\$111,560 - \$135,399

### learning and development

learning and development director*	\$134,546 - \$167,270	\$143,262 - \$178,106	\$154,178 - \$191,677
learning coordinator	\$46,585 - \$55,863	\$59,415 - \$71,249	\$71,585 - \$85,843
learning manager	\$76,742 - \$93,141	\$87,987 - \$106,789	\$100,883 - \$122,440
learning specialist (trainer)	\$50,281 - \$60,295	\$59,306 - \$71,118	\$68,961 - \$82,696

### organizational development/talent management

director of talent management/OD*	\$112,469 - \$155,792	\$119,953 - \$166,158	\$127,425 - \$176,509
manager of talent management/OD	\$84,282 - \$102,291	\$98,546 - \$119,604	\$114,324 - \$138,753

### recruiting/talent acquisition

director of talent acquisition*	\$107,056 - \$148,293	\$114,184 - \$158,167	\$121,306 - \$168,033
head of recruitment	\$93,966 - \$124,052	\$99,029 - \$130,737	\$104,330 - \$137,735
manager of talent acquisition	\$80,079 - \$97,191	\$92,614 - \$112,404	\$106,907 - \$129,751
recruiter	\$48,980 - \$59,447	\$57,215 - \$69,441	\$66,268 - \$80,429
recruiting coordinator	\$71,000 - \$87,213	\$82,907 - \$101,840	\$96,041 - \$117,974
talent acquisition/staffing specialist	\$48,552 - \$58,927	\$55,770 - \$67,687	\$64,311 - \$78,053

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



# life sciences trends.

Innovation throughout the life sciences sector is growing at a fast rate, and job opportunities are increasing along with it — meaning competition for top talent remains high. This year, for the first time ever, there were more job openings than there were job seekers, and highly specialized life sciences talent will continue to be especially scarce.

With the current costs for securing approval by the Food and Drug Administration (FDA) and bringing a drug to market hovering around \$2.6 billion, pharmaceutical organizations need to make sure they staff their workforces with the best and brightest life sciences talent available to ensure optimal return on investment. With so much competition for a relatively small pool of talent, employers will need to increase their retention efforts to keep their top performers on staff.

Some of the most in-demand roles driving competition throughout the life sciences sector in 2019 include:

## analytical chemists

The BLS is predicting employment opportunities to grow six percent for chemists between 2016 and 2026, citing increased production of medical nanotechnologies and a greater need for “green chemistry” expertise as the main drivers of growth. Charged with analyzing substances to determine their composition, analytical chemists are especially needed in the pharmaceutical industry to evaluate the safety and nature of interactions between medical compounds.

## clinical trial managers

Demand for clinical trial managers is expected to be high in 2019. The number of new drugs approved by the FDA was at a 21-year high in 2017, and with the Center for Drug Evaluation and Research (CDER) using a number of different pathways to expedite the development and the approval of novel drugs, this trend is expected to continue. With a rise in the number of approvals and a greater push to shorten development timelines, the need for the people responsible for these studies is also increasing. Candidates with master’s degrees in clinical research and experience using research databases will be most desirable, as well as those who are familiar with the regulatory landscape and ethical concerns that may be pertinent with the increased introduction of approval-expediting methodologies.

# The biopharmaceutical industry currently employs more than 854,000 people in the U.S.

## drug safety specialists

Drug safety specialists are expected to be in demand throughout 2019 as the pharmacovigilance industry continues to be one of the fastest growing throughout life sciences. The number of trials each year is on the rise, and with the emergence of new drug markets outside of the U.S., drug safety professionals are stretched to meet the industry's needs. According to the World Health Organization (WHO), half of all global pharmacovigilance efforts are conducted in the U.S. Candidates should be highly detail-oriented to accurately evaluate product quality and assure adherence to associated regulations and standard operating procedures (SOPs). These attributes will be needed even more to maintain accuracy as workflows accelerate in this growing field.

## medical writers

The increase in demand for medical writers is fueled by the growth of more sophisticated products and the need to keep up with the increasingly complex medical information today's consumers demand. As product complexity grows, the calls from regulatory bodies for greater transparency and data disclosure continue to increase. In fact, among medications approved by the FDA, just 35 percent of trial results per drug were publicly available. To support this growth and demand for increased transparency, medical writers are being asked to do more in areas that have traditionally been served by statisticians, regulatory professionals or clinical research teams.

## regulatory affairs associates

Employment opportunities for regulatory affairs associates are expected to grow in 2019, with nearly 26,000 new jobs projected to be created between 2016 and 2026. New advancements in workplace technologies are making regulatory affairs associates more efficient at their jobs, but with the increase in calls for data disclosure and transparency and the agreement between the FDA and the European Medicines Agency (EMA) in 2017 to share information, the landscape continues to change.

## 2019 outlook

With so many organizations now vying for the same small pool of talent, standing out and attracting highly skilled candidates has become a challenge. That's why more and more companies are offering better benefits and perks packages and increasing starting salaries for highly qualified candidates. Staying up to date with the latest trends in workers' expectations will be a key differentiator for businesses looking to attract top talent in 2019.

# 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](#)

[mid-level](#)

[senior-level](#)

For salary information and titles specific to your region, contact your local Randstad representative today.



# life sciences

## national salaries.

clinical	entry-level	mid-level	senior-level
biometrics			
biostatistician	\$84,000	\$104,000	\$134,000
clinical data manager	\$59,000	\$81,000	\$111,000
clinical SAS programmer	\$69,000	\$88,000	\$113,000
clinical trial management and operations			
clinical outsourcing manager	\$84,000	\$110,000	\$138,000
clinical project manager (CPM)	\$85,000	\$121,000	\$172,000
clinical research associate (CRA)	\$56,000	\$110,000	\$142,000
clinical trial associate (CTA)	\$54,000	\$81,000	\$104,000
clinical trial manager (CTM)	\$80,000	\$116,000	\$227,000
medical director	\$173,000	\$272,000	\$351,000
medical and scientific affairs			
medical information specialist	\$54,000	\$78,000	\$113,000
medical science liaison	\$129,000	\$159,000	\$195,000
medical writing			
document manager	\$44,000	\$55,000	\$65,000
medical writer	\$75,000	\$116,000	\$146,000
quality control reviewer	\$46,000	\$66,000	\$102,000
pharmacovigilance/drug safety			
drug safety physician	\$110,000	\$149,000	\$238,000
drug safety specialist	\$54,000	\$76,000	\$107,000
medical monitor/reviewer	\$90,000	\$132,000	\$168,000
quality, process and validation			
process development engineer	\$74,000	\$109,000	\$134,000
quality assurance auditor	\$60,000	\$104,000	\$126,000
quality control specialist	\$51,000	\$71,000	\$98,000
quality engineer	\$54,000	\$90,000	\$117,000

# life sciences

## national salaries.

### clinical (continued)

### entry-level

### mid-level

### senior-level

#### regulatory affairs

regulatory advertising and promotions associate	\$47,000	\$62,000	\$83,000
regulatory affairs CMC associate	\$43,000	\$71,500	\$92,000
regulatory affairs labeling associate	\$72,000	\$104,000	\$140,000
regulatory affairs operations associate	\$54,000	\$76,000	\$100,000
regulatory affairs publishing associate	\$43,000	\$71,500	\$92,000

#### supply chain management

clinical trial supply manager	\$69,000	\$85,000	\$110,000
material documentation coordinator	\$45,000	\$61,000	\$80,000

### scientific

analytical chemist	\$47,000	\$78,000	\$98,000
biochemical engineer	\$57,000	\$84,000	\$105,000
environmental health and safety specialist	\$44,000	\$68,000	\$97,000
environmental scientist	\$60,000	\$78,000	\$105,000
field sampler, monitor and tester	\$33,000	\$47,000	\$69,000
flavorist	\$51,000	\$72,000	\$97,000
food scientist	\$52,000	\$82,000	\$116,000
food technologist	\$49,000	\$95,000	\$124,000
formulation scientist	\$60,000	\$92,000	\$145,000
fragrance technician	\$35,000	\$42,000	\$65,000
HACCP compliance manager	\$61,000	\$87,000	\$121,000
ISO auditor	\$52,000	\$73,000	\$94,000
laboratory manager	\$53,000	\$79,000	\$115,000
laboratory technician	\$35,000	\$45,000	\$66,000
microbiologist	\$44,000	\$63,000	\$90,000
organic chemist	\$47,000	\$62,000	\$85,000

# life sciences

## national salaries.

scientific (continued)	entry-level	mid-level	senior-level
product development manager	\$71,000	\$109,000	\$162,000
product development scientist	\$50,000	\$83,000	\$108,000
quality control engineer	\$57,000	\$78,500	\$105,000
research assistant	\$32,000	\$45,000	\$66,000
research scientist	\$67,000	\$119,000	\$139,000
toxicologist	\$59,000	\$90,000	\$126,000

# manufacturing and logistics trends.

Increased digitalization throughout the manufacturing and logistics sectors has increased efficiency and output across the board, with a majority of industries experiencing consistent growth and showing no signs of slowing. As operations become more lean and profitability increases, the need for skilled workers and managers alike is rising to meet demand.

Spurred by a booming tech industry, manufacturing and logistics workers will find the most new opportunities within cities in close proximity to tech hubs throughout the South and West. Smaller towns across the country, too, have seen a resurgence in manufacturing jobs, as improved logistics have made it easier and more cost-effective to set up operations in areas once deemed too remote to manage effectively.

Some of the most in-demand manufacturing and logistics roles for 2019 include:

## assemblers

Assemblers play a vital role in assuring the creation of a quality finished product, and they will be needed as manufacturing continues to grow across industries. Candidates for this role must be highly detail-oriented, able to follow complex schematics and blueprints and be comfortable using a variety of tools. With a greater emphasis being placed on machine-assisted assembly, workers in this field must be able to work effectively with robots, computers and other motion-control devices to successfully accomplish tasks.

## forklift operators

The BLS predicts employment opportunities for forklift operators to increase by six percent between 2016 and 2026. Propelled by the growth of e-commerce platforms and the related warehouses that stock their goods, forklift operators can expect to be in consistent demand throughout 2019. Responsible for safely operating machinery to transport goods, forklift operators must be highly attentive and able to control heavy machinery throughout the workplace. Candidates for this position will need the proper licensing and, ideally, will have a demonstrated record of safe vehicle operation.

Over the next decade, nearly 3.5 million manufacturing jobs will likely be needed and 2 million are expected to go unfilled due to the skills gap.

### packagers

The BLS is predicting continued growth in employment opportunities for packagers between 2016 and 2026. Packagers are tasked with identifying and removing items from warehouse shelves to accurately fill orders or unload delivery items from trucks. They can also be responsible for bundling, weighing and labeling materials to either prepare for shipping or enter into storage. Candidates for these positions must be highly dexterous and organized and be physically capable of both working on their feet and carrying heavy loads. Top talent will have even more advanced skills to support the use of order-fulfillment technologies, like pick-to-light equipment, which can improve order speed and accuracy.

### production workers

Production workers, responsible for the assembly, fabrication and quality of manufactured goods will continue to be in demand throughout 2019. Competent production workers must be able to operate equipment effectively and be able to measure, assemble and monitor all related processes. Candidates for this position must be highly detail-oriented in order to test products, monitor quality and work alongside machines and digital tools to achieve a flawless end product.

### warehouse laborers

Much like forklift operators, employment opportunities for warehouse laborers are expected to grow as more and more warehouses increase headcount to meet rising demand from e-commerce. Warehouse laborers are responsible for a variety of functions that keep operations up and running, like processing incoming stock, filling orders and shipping goods. Employers should look to hire highly organized candidates with exceptional time management skills and the capacity to withstand the physical demands of the job.

### 2019 outlook

As manufacturing and logistics processes become more and more tech-driven, employers will need to target candidates who possess a high degree of digital prowess to go along with their mastery of more traditional trade skill sets. With the hiring market now more competitive than ever, and top talent on the market for as little as 10 days, employers must act fast if they want to secure and retain the type of talent they'll need to remain productive as innovations continue to disrupt the space.



# 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.

# manufacturing and logistics

## national salaries.

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industrial	entry-level	mid-level	senior-level
assembler electronics (general)	\$14.53	\$16.99	\$19.23
assembler electronics (precision)	\$17.99	\$21.13	\$24.21
assembler fabricator	\$14.48	\$17.09	\$19.65
assembler product (bench)	\$15.15	\$18.41	\$21.47
assembler product (machine)	\$17.05	\$20.34	\$23.52
assembly line foreman	\$21.05	\$25.28	\$29.73
assembly supervisor	\$25.11	\$29.42	\$34.07
assistant foreman	\$20.80	\$24.15	\$27.76
assistant plant manager	\$30.05	\$35.22	\$40.71
assistant production supervisor	\$19.59	\$22.96	\$26.53
building maintenance worker	\$18.28	\$21.05	\$23.82
CAD/CAM design drafter	\$23.02	\$26.96	\$31.26
CAD/CAM/CAE technician	\$23.91	\$28.29	\$32.89
clerk inventory control	\$15.31	\$18.08	\$20.63
computer control operator	\$24.07	\$28.47	\$33.16
electromechanical technician	\$25.26	\$31.19	\$35.96
electronics technician	\$24.67	\$29.21	\$33.83
forklift operator	\$14.10	\$17.03	\$19.45
helper machine operator	\$14.86	\$17.76	\$20.19
helper production	\$12.64	\$14.78	\$16.75
injection molder	\$13.84	\$15.99	\$18.19
inspector quality control	\$17.53	\$20.31	\$23.29
inventory clerk	\$15.31	\$18.08	\$20.63
janitor	\$12.17	\$14.49	\$16.29
laborer production	\$12.05	\$15.06	\$17.69
laborer warehouse	\$13.51	\$16.28	\$18.17
logistics manager	\$31.16	\$37.13	\$43.52
machine feeder	\$12.52	\$15.65	\$18.21

# manufacturing and logistics

## national salaries.

[back to top](#)

industrial (continued)	entry-level	mid-level	senior-level
machine operator	\$16.42	\$19.59	\$22.52
machinist general	\$19.18	\$22.51	\$25.87
machinist production	\$18.12	\$21.60	\$25.03
mail clerk	\$14.01	\$16.29	\$17.85
maintenance manager	\$28.48	\$34.21	\$39.22
maintenance mechanic	\$21.20	\$25.28	\$29.29
maintenance supervisor	\$27.99	\$33.12	\$38.48
manufacturing worker	\$13.17	\$15.55	\$17.86
materials handler	\$13.96	\$16.82	\$19.40
materials handler warehouse	\$13.67	\$16.68	\$18.97
molding machine operator	\$15.28	\$18.24	\$20.91
operator numerical control machine	\$16.67	\$19.47	\$22.30
order filler	\$13.39	\$16.13	\$18.30
packager manual	\$12.45	\$14.82	\$16.90
packer shipper	\$12.64	\$14.65	\$16.26
plant manager (experienced)	\$45.61	\$56.09	\$67.09
production manager	\$42.38	\$49.01	\$56.41
production scheduler	\$23.63	\$28.34	\$32.60
programmer numerical control	\$24.07	\$28.47	\$33.16
quality control manager	\$40.79	\$46.46	\$52.80
quality inspector	\$17.53	\$20.31	\$23.29
shipping and receiving clerk	\$17.31	\$20.29	\$23.43
stock handler	\$13.96	\$16.82	\$19.40
tester quality control	\$25.54	\$30.77	\$35.90
tool and die maker	\$24.00	\$28.44	\$32.88
warehouse manager	\$30.11	\$34.58	\$39.47
welder	\$19.40	\$22.65	\$25.94



# office and administration trends.

Unemployment is low and the economy is growing, and office and administration workers can expect to reap the benefits. While growth can't be guaranteed across the board, the general trend is pointing upwards for skilled professionals with experience managing the many day-to-day tasks that keep businesses running.

While new digital tools have taken over certain duties, like file management and transactional customer service interactions, they aren't eliminating the need for personnel entirely. Rather, office and administration workers are seeing their responsibilities change as a result. With more tasks being taken over by new technologies, administrative staffs are becoming more efficient at their jobs, now free to support new areas of business or increase the amount of customers they can serve at once.

Some of the most in-demand office and administrative positions for 2019 include:

## administrative assistants

Businesses are finding that increased automation, adoption of new digital tools and the added flexibility of remote worker support are allowing assistants to service more departments than ever before, placing a greater emphasis on selecting candidates who possess superior organizational abilities and time management skills, and who can work well with new workplace technologies. The most employment opportunities for administrative personnel can be found in the medical field, which is expected to see [a 22 percent growth in new employment](#) between 2016 and 2026 as the healthcare industry continues to flourish.



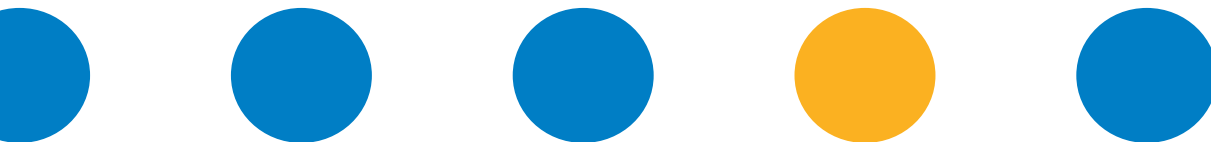
# Job growth for some office and administration roles is **expected to be as high as 9% through 2026.**

## customer service representatives

Customer experience has emerged as a key differentiator for many businesses. With the rise of online review sites, companies can no longer afford to deliver a subpar customer experience, and the organizations that prioritize customer satisfaction will be the ones to emerge on top. The entry-level nature of the position means turnover will remain high as existing talent graduates to other roles, creating the need to hire additional headcount. This prioritization is reflected in the numbers, with the BLS predicting employment for customer service representatives to grow five percent between 2016 and 2026. Both call centers and contact centers alike are expected to expand the most and will provide the most new employment opportunities, with a projected 36 percent increase over the next seven years.

## executive assistants

The functions fulfilled by executive assistants on a daily basis remain vital to business success, and employers can expect there to be a great need for their services in 2019, especially since the role has moved beyond supporting the day-to-day duties of a singular higher-up. Now, executive assistants are helping to service the organization at large, with many supporting the entire business as office-wide administrators. While note-taking and schedule-management duties still remain, the role has widened to include complex data management and, in some cases, the training of junior recruits. Experienced executive assistants are also being leaned on more heavily in certain decision-making processes, given their deep familiarity with the day-to-day state of their organizations. Ideal candidates for this position will have strong project management skills and technical acumen to go along with the standard job requirements that call for highly detail-oriented and organized applicants.





## general clerks

Demand for general clerks will remain steady, with the healthcare industry expected to experience an increase as the sector continues to grow. To hire these workers going forward, organizations must make sure that candidates possess strong digital proficiency to go along with traditional qualifications like culture fit, organizational ability and proper customer-facing demeanor. The roles of clerks, assistants, receptionists and support personnel are changing, and a greater emphasis is being placed on digital tools to get the job done. The businesses that manage to hire candidates with this blend of skills will position themselves for success in 2019.

## receptionists

Turnover among receptionists will help keep the occupation growing steadily, and opportunities in this area are on track to grow nine percent between 2016 and 2026. Much like their administrative and executive assistant counterparts, receptionists will be most in-demand at organizations at the heart of the booming healthcare industry, which will need additional personnel to align with increased growth. As the first points of contact between businesses and clients, employers should look to hire candidates with superior communication skills and customer service experience.

## 2019 outlook

Despite increased automation and the digitization of many tasks once carried out by office and administrative professionals, there's no replacement for the human element in customer interaction. The increased focus on customer experience and the booming healthcare industry mean these workers will be highly in demand for years to come.



# salary key.

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

# office and administration

## national salaries.

administrative	entry-level	mid-level	senior-level
administrative assistant	\$17.95	\$20.78	\$23.90
administrative assistant, CEO	\$29.69	\$34.48	\$39.61
administrative secretary	\$20.58	\$25.84	\$30.52
executive assistant	\$26.44	\$32.30	\$37.81
file clerk	\$13.77	\$17.00	\$18.87
front desk receptionist	\$12.91	\$15.35	\$17.48
general clerk	\$15.43	\$17.60	\$19.73
mailroom clerk	\$14.01	\$16.29	\$17.85
receptionist	\$13.85	\$15.89	\$18.36
secretary	\$15.38	\$18.55	\$21.40
secretary (bilingual)	\$17.48	\$20.70	\$23.98

### administrative and healthcare

office manager	\$25.10	\$28.27	\$31.98
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### banking

administrative assistant	\$17.95	\$20.78	\$23.90
banking loan clerk	\$15.04	\$18.56	\$21.28
banking loan processor	\$17.35	\$20.50	\$23.29
banking loan reviewer	\$28.52	\$34.42	\$39.86
financial service representative	\$13.27	\$15.81	\$17.36

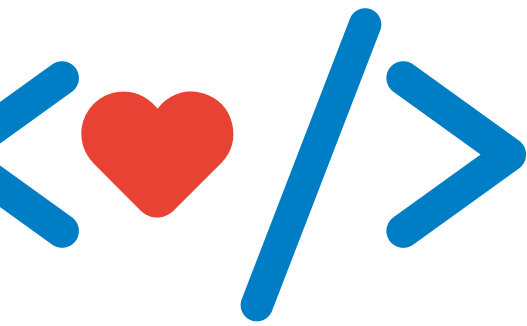
### customer service/call center

call center representative (complex calls)	\$16.91	\$20.20	\$23.34
call center representative (general calls)	\$11.76	\$14.04	\$16.05
call center representative (specialized calls)	\$14.20	\$17.00	\$19.37
call center sales representative	\$13.63	\$15.61	\$18.08
call center supervisor	\$21.62	\$25.15	\$28.83

# office and administration

## national salaries.

customer service/call center (continued)	entry-level	mid-level	senior-level
customer service representative (general calls)	\$15.03	\$18.11	\$21.12
customer service representative (specialized calls)	\$19.73	\$23.29	\$26.96
customer service representative, financial	\$15.99	\$19.07	\$22.07
customer service representative, insurance (commercial)	\$18.45	\$21.98	\$25.62
customer service representative, insurance (personal)	\$15.42	\$18.40	\$21.18
data entry operator	\$14.26	\$16.77	\$19.08
data entry operator lead	\$17.75	\$20.75	\$23.51
data entry supervisor	\$21.60	\$25.44	\$29.69
export/import clerk	\$16.17	\$19.35	\$21.76
help desk representative	\$20.83	\$24.59	\$28.16
order processing clerk	\$15.46	\$18.27	\$20.66
order processing supervisor	\$23.74	\$29.07	\$33.71
word processor	\$14.26	\$16.77	\$19.08
<b>human resources</b>			
benefits clerk	\$17.79	\$21.21	\$24.58
human resources assistant/clerk	\$17.38	\$20.37	\$22.49
<b>sales and marketing</b>			
survey worker, marketing	\$13.96	\$16.43	\$18.54
telemarketing representative	\$13.63	\$15.61	\$18.08



# technologies trends.

Technology is at the core of today's world, and new innovations in the space are continuing to push the industry forward. New breakthroughs are creating novel products and services that sell, and this boom in business is generating new opportunity for top tech talent as employers look to shore up skilled resources for the future. The continued rise of cloud computing, increased focus on data analysis and the emergence of AI and augmented reality (AR) technologies are all creating new opportunities for job seekers.

While this impressive growth has been good for both businesses and information technology (IT) professionals, it's also placed significant strain on the talent market. With unemployment low and more job openings than there are job seekers, employers are finding themselves embattled in a fierce competition over the same small pool of talent.

Some of the technology positions that are expected to be among the most sought-after in 2019 include:

## cloud engineers

With the cloud computing market on track to reach \$411 billion by 2020, demand for cloud engineers is expected to be high. As more businesses turn to cloud platforms for greater storage capacity, cloud engineering positions should remain among the most difficult to fill in 2019. Reliance on the cloud for storage by both businesses and consumers is only expected to increase in the coming years, and employers will need to find ways to attract these skilled engineers to stay ahead of the curve. Employers should look to candidates that have familiarity with the big four cloud computing companies and experience with virtualization technologies.

## cybersecurity engineers

Information security analysts like cybersecurity engineers can expect to see an impressive 28 percent growth in job opportunities between 2016 and 2026. As cyber attacks continue to grow in both frequency and severity, cybersecurity engineers will be needed to reinforce systems and protect sensitive data for both businesses and consumers alike. Competition among employers for top security talent will be high, with a global shortage of two million cybersecurity professionals predicted by 2019.



# The U.S. is the largest tech market in the world. It represents 31% of the total market, or approximately \$1.5 trillion for 2018.

## data scientists

Often regarded as one of the most attractive IT jobs around thanks to its six-figure median base salary and the plethora of job openings, data scientists will continue to be in demand in 2019. Data is currency for many of today's businesses, and as more and more software is developed and released with that model in mind, data scientists will be needed in greater numbers to mine and analyze findings for their organizations. Businesses across industries looking to stay ahead of the curve will need to employ data scientists to keep a watchful eye over market data and spot new trends to shape strategic direction.

## software engineers

The BLS is predicting 24 percent growth in employment opportunities for software development professionals over the next few years as the demand for software shows no signs of slowing. Smartphone and tablet apps will continue to increase the need for software engineers, while a growing consumer concern over internet privacy will create new development jobs for improved security programs. The booming healthcare industry, too, is contributing to growth, as more and more medical facilities will look to incorporate cutting-edge software to better track patient health and improve the overall patient experience. Meanwhile, insurance providers will also need new systems to manage digital policies and support large-scale enrollment online.

## UX/interaction designers

In a crowded app marketplace, designing and providing an outstanding user experience can be a key differentiator. That's why more and more employers are looking to hire talented UX and interaction designers to transform how users interact with their products. Considering this demand, the BLS is predicting a 15 percent growth in jobs for web development professionals like UX and interaction designers over the next several years. Given the number of self-taught individuals in this field, employers should weigh candidate portfolios more heavily when evaluating talent to determine the right fit for their organizations.

## 2019 outlook

As competition for top talent ramps up around these positions, as well as others across IT, employers will need to work extra hard to develop and provide better perks and benefits packages to stand out and attract skilled candidates. Improving compensation offerings combined with an increased focus on employee engagement and retention will help businesses not only find top performers, but keep them long-term. And they'll need them. The fast pace of technological innovation is showing no signs of slowing, and businesses throughout the sector can only expect to grow in the future as new advancements are made and incorporated into our lives.

# 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.

# technologies

## national salaries.

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### data

	entry-level	mid-level	senior-level
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#### big data

data warehouse/business intelligence developer	\$71,627	\$88,391	\$102,720
Hadoop developer	\$70,574	\$79,841	\$89,355
software development architect	\$82,920	\$94,613	\$107,140

#### database administration

Oracle database administrator	\$81,614	\$92,376	\$110,098
SQL-server database administrator	\$71,098	\$86,043	\$101,397

#### database development

ETL developer	\$69,770	\$86,166	\$98,876
Oracle developer	\$84,351	\$85,790	\$99,323
SQL-server developer	\$56,114	\$67,418	\$78,891

### enterprise software

#### collaboration tools

SharePoint developer	\$105,894	\$124,852	\$137,906
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#### CRM/ERP

Oracle applications developer	\$76,738	\$88,841	\$105,594
Salesforce developer	\$66,641	\$91,880	\$101,430
SAP apps	\$96,120	\$116,064	\$137,539

### functional areas

#### business analysis

business analyst	\$70,835	\$82,995	\$96,075
data analyst	\$60,756	\$72,352	\$84,291

#### project management

product manager	\$88,608	\$107,500	\$126,615
program manager	\$72,213	\$90,421	\$104,450
project coordinator	\$41,921	\$48,663	\$55,962

# technologies

## national salaries.

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functional areas (continued)	entry-level	mid-level	senior-level
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### project management (continued)

project manager	\$83,976	\$101,882	\$119,992
scrum master	\$79,268	\$92,217	\$106,574

### QA/testing

automated QA tester	\$49,061	\$60,208	\$70,963
manual QA tester	\$43,601	\$55,268	\$61,726
performance engineer (QA)	\$71,406	\$84,343	\$97,816

### technical writing

instructional designer	\$49,178	\$60,068	\$70,921
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## infrastructure

### desktop/help desk

desktop/help desk support	\$47,443	\$54,981	\$62,097
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### network engineering

network administrator	\$64,194	\$77,142	\$90,383
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### systems administrative engineering

Linux/Unix systems engineer	\$57,549	\$67,308	\$77,169
storage administrator	\$64,257	\$75,966	\$88,536
virtualization engineer/cloud developer/cloud engineer	\$78,052	\$94,959	\$110,890
Windows systems engineer	\$57,425	\$63,375	\$70,627

## security

### network engineering

certified ethical hacker (CEH)/penetration tester	\$44,594	\$59,927	\$60,481
cybersecurity engineer	\$91,640	\$106,026	\$120,981
network engineer (Cisco or Juniper)	\$73,044	\$87,372	\$102,790
network security engineer	\$72,039	\$83,603	\$95,667

# technologies

## national salaries.

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### software development

#### entry-level

#### mid-level

#### senior-level

#### application architecture

software architect	\$98,138	\$113,773	\$130,413
software development engineer in test	\$91,963	\$98,322	\$101,496

#### devops

build and release engineer/configuration engineer	\$68,202	\$83,154	\$97,796
devops developer	\$107,573	\$128,822	\$139,437

#### software engineering

.NET developer	\$66,973	\$88,710	\$109,950
artificial intelligence (AI)/applications engineer	\$78,433	\$99,095	\$116,925
data scientist	\$84,584	\$101,843	\$119,323
embedded engineer	\$69,710	\$85,252	\$100,929
full stack web developer	\$80,965	\$105,464	\$112,204
JavaScript developer	\$74,967	\$93,771	\$106,633
machine learning engineer	\$78,747	\$112,495	\$132,815
mobile developer (iOS, Android, W8)	\$67,138	\$95,861	\$107,244
Python developer	\$81,227	\$97,966	\$113,507
software engineer/back-end engineer	\$78,947	\$95,050	\$110,854

#### web and app design

graphic designer	\$48,303	\$59,535	\$69,544
PHP developer	\$60,478	\$80,868	\$96,641
Ruby developer	\$71,376	\$84,994	\$99,137
UI/visual designer	\$66,130	\$78,256	\$87,645
UX/interaction designer	\$80,946	\$95,517	\$115,946





## about randstad

Randstad is the world's number one provider of outsourcing, staffing, consulting and workforce solutions within the areas of engineering, finance and accounting, healthcare (clinical and non-clinical), human resources, technologies, legal, life sciences, manufacturing and logistics, office and administration and sales and marketing.

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