

## THE PROFESSIONAL & ADMINISTRATIVE SURVEY 2019 BENCHMARK POSITIONS

► [View Survey Position Descriptions \(click here\)](#) ◀

### MANAGEMENT

Top Division Executive  
Executive Director  
Department/Program Director  
Department/Program/Unit Manager  
Registrar  
Administrative Executive

### HUMAN RESOURCES

Human Resources Executive  
Director Human Resources  
Manager Human Resources 2  
Manager Human Resources 1  
Human Resources Specialist  
Human Resources Advisor/HR Business Partner  
Human Resources Analyst/Generalist 2  
Human Resources Analyst/Generalist 1  
Human Resources Administrator  
Human Resources Assistant  
Payroll Manager  
Payroll/Benefits Lead  
Benefits Coordinator  
Payroll Coordinator  
Payroll Technician 2  
Payroll Technician 1  
Manager Compensation  
Compensation Analyst 2  
Compensation Analyst 1  
Manager Recruiting  
Technical Recruiter  
Recruiter  
Manager Resourcing  
Manager Training & Development  
Manager Organizational Development  
Trainer 2  
Trainer 1  
Training Assistant  
HRIS Analyst  
Manager Labour Relations  
Labour Relations Advisor  
WCB Claims Coordinator

### TECHNICAL SALES & SUPPORT (Pre-Post Sales)

Regional Technical Sales Manager  
Technical Sales Manager  
Technical Sales Rep 2 (Sr. Sales Representative)  
Technical Sales Rep 1 (Sales Representative)  
Applications Specialist 3  
Applications Specialist 2  
Applications Specialist 1

### FINANCE

Finance Executive  
Treasurer  
Director Finance  
Director Tax  
Manager Budgets and Forecasts  
Manager Finance  
Financial Analyst 3  
Financial Analyst 2  
Financial Analyst 1  
Tax Manager  
Tax Specialist  
Treasury Analyst 2  
Treasury Analyst 1

### FINANCIAL SERVICES

Branch Manager 3  
Branch Manager 2  
Branch Manager 1  
Assistant Branch Manager  
Investment Specialist  
Compliance Manager  
Compliance Analyst  
Mortgage Advisor  
Account Manager 3  
Account Manager 2  
Account Manager 1  
Underwriting Manager 2  
Underwriting Manager 1  
Personal Banker 2  
Personal Banker 1  
Financial Planner  
Financial Advisor  
Customer Service Representative 2  
Customer Service Representative 1

### COMMUNICATIONS/PUBLIC RELATIONS

Corporate Communications/Public Affairs Executive  
Communications/Public Relations Manager  
Communications/Public Relations Specialist  
Communications/Public Relations Representative  
Communications/Public Relations Assistant  
Community Affairs Manager  
Events Coordinator  
Social Media Coordinator  
Senior Social Media Coordinator  
Investor Relations Manager  
Investor Relations Advisor  
Translator

### INSURANCE SERVICES

Actuary  
Actuarial Associate  
Actuarial Analyst  
Underwriting Executive  
Insurance Underwriting Manager  
Insurance Underwriting Supervisor  
Insurance Underwriter 2  
Insurance Underwriter 1  
Product Development Manager  
Claims Executive  
Examiner - (Claims Specialist)  
Supervisor- Bodily Injury  
Claims Adjuster - Bodily Injury  
Supervisor - Property  
Claims Adjuster - Property  
Appraiser  
Claims Manager  
Claims Advisor 2  
Claims Advisor 1  
Claims Administrator  
Sales Manager - Insurance  
Sales Agent 2/Broker 2  
Sales Agent 1/Broker 1

### RISK/CREDIT

Director Risk  
Risk Manager  
Economist/Statistician  
Risk Analyst  
Credit Manager  
Credit Analyst 2  
Credit Analyst 1

### CUSTOMER SERVICE

Customer Services Manager  
Customer Care Lead  
Customer Service Representative 3  
Customer Service Representative 2  
Customer Service Representative 1

### CAPITAL PLANNING

Top Planning Executive  
Capital Planning Manager  
Capital Planning Analyst

### BUSINESS ANALYSIS

Business Analyst 3  
Business Analyst 2  
Business Analyst 1

## THE PROFESSIONAL & ADMINISTRATIVE SURVEY 2019 BENCHMARK POSITIONS (continued)

### ACCOUNTING SERVICES

Controller  
 Director Accounting / Regional Controller  
 Manager Accounting  
 Director Internal Audit  
 Internal Audit Manager  
 Internal Auditor 2  
 Internal Auditor 1  
 Accountant 4  
 Accountant 3  
 Accountant 2  
 Accountant 1  
 Bookkeeper  
 Accounting Clerk Supervisor  
 Accounting Clerk 3  
 Accounting Clerk 2  
 Accounting Clerk 1

### FUND DEVELOPMENT

Top Fund Development Executive  
 Manager Fund Development  
 Representative Fund Development  
 Donor Relations Coordinator  
 Fund Development Coordinator  
 Volunteer Coordinator

### SALES

Sales Executive  
 Regional Sales Manager  
 Sales Manager  
 Operational Branch Manager 2  
 Operational Branch Manager 1  
 Key Account Manager  
 Account Manager 2  
 Account Manager 1  
 Account Executive 2  
 Account Executive 1  
 Sales Representative 3  
 Sales Representative 2  
 Sales Representative 1  
 Sr. Sales Support/Analyst  
 Sales Support/Coordinator  
 Inside Sales 2  
 Inside Sales 1

### DOCUMENT CONTROL

Document Control Manager  
 Document Control Lead  
 Document Control 2  
 Document Control 1  
 Librarian  
 Digital Media Librarian

### ADMINISTRATIVE SERVICES

Administrative Services Manager  
 Office Manager  
 Executive Assistant to the President  
 Executive Assistant  
 Administrative Assistant 3  
 Administrative Assistant 2  
 Administrative Assistant 1  
 Receptionist  
 General Clerk 2  
 General Clerk 1  
 Data Entry Operator 3  
 Data Entry Operator 2  
 Data Entry Operator 1

### LEGAL

Chief Corporate Counsel  
 Lawyer/In-House Counsel 3  
 Lawyer/In-House Counsel 2  
 Lawyer/In-House Counsel 1  
 Corporate Secretary  
 Legal Assistant 2  
 Legal Assistant 1  
 Regulatory Affairs Manager  
 Regulatory Affairs Advisor  
 Privacy Officer  
 Policy Analyst

### PROJECT ACCOUNTING

Project Accounting Manager  
 Project Accountant 4  
 Project Accountant 3  
 Project Accountant 2  
 Project Accountant 1

### CANNABIS RETAIL

Cannabis Retail Manager  
 Cannabis Retail Assistant Manager  
 Cannabis Retail Sales Associate  
 Cannabis Education/Product Specialist

### DATA ANALYTICS

Data Science & Business Intelligence Manager  
 Data Scientist 3  
 Data Scientist 2  
 Data Scientist 1

### BILLINGS

Billing Supervisor  
 Billing Specialist  
 Billing Coordinator  
 Billing Clerk

### MARKETING

Marketing Executive  
 Director of Marketing  
 Director Business Development  
 Business Development Manager  
 Sr. Business Development Representative  
 Business Development Representative  
 Marketing Manager  
 Marketing Research Manager  
 Marketing Analyst 3  
 Marketing Analyst 2  
 Marketing Analyst 1  
 Marketing Coordinator  
 Marketing Administrator  
 Marketing Assistant  
 Product Brand Manager  
 Product Brand Analyst  
 Advertising/Promotional Analyst  
 Pricing Analyst  
 Proposal Manager  
 Proposal Specialist  
 Marketing Proposal Coordinator

### DIGITAL MARKETING

Manager Digital Marketing  
 Web Marketing Manager  
 Marketing Database Analyst (Data Warehousing Solutions)  
 Web Marketing Analyst  
 Distribution Channels Specialist  
 Web New Business Development/Account Executive  
 Search Engine Optimization (SEO) Specialist

### FACILITIES OPERATIONS & MAINTENANCE

Director Facilities  
 Facilities Manager  
 Facilities Coordinator  
 Facilities Maintenance Mechanic  
 Maintenance Worker  
 Custodian  
 Security Manager  
 Security Guard  
 Building Operator 3  
 Building Operator 2  
 Building Operator 1  
 Leasing Agent - Residential  
 Leasing Agent - Commercial

### BUSINESS PROCESS ANALYSIS

Business Process Manager  
 Business Process Analyst 3  
 Business Process Analyst 2  
 Business Process Analyst 1