

THE PROFESSIONAL & ADMINISTRATIVE SURVEY 2018 BENCHMARK POSITIONS

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/Benefits Lead (Revised)
Benefits Coordinator (Revised)
Payroll Coordinator (Revised)
Payroll Technician 2
Payroll Technician 1
Manager Compensation
Compensation Analyst 2
Compensation Analyst 1
Manager Recruiting
Technical Recruiter
Recruiter
Manager Resourcing
Manager Training
Trainer 2
Trainer 1
Training Assistant
HRIS Analyst
Manager Labour Relations
Labour Relations Advisor
WCB Claims Coordinator

BILLINGS

Billing Supervisor
Billing Specialist
Billing Coordinator
Billing Clerk

BUSINESS ANALYSIS

Business Analyst 3
Business Analyst 2
Business Analyst 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

RISK/CREDIT

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

PROJECT ACCOUNTING

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

ACCOUNTING SERVICES

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

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
Examiners - (Claims Specialists)
Supervisor - Bodily Injury
Claims Adjuster - Bodily Injury
Supervisor - Property
Claims Adjuster - Property
Appraiser
Claims Manager
Claims Advisor
Claims Assistant
Sales Manager - Insurance
Sales Agent 2/Broker 2
Sales Agent 1/Broker 1

DOCUMENT CONTROL

Document Control Manager
Document Control Lead
Document Control 2
Document Control 1
Librarian (Revised)
Digital Media Librarian (New)

THE PROFESSIONAL & ADMINISTRATIVE SURVEY 2018 BENCHMARK POSITIONS (continued)

BUSINESS PROCESS ANALYSIS

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

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

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

TECHNICAL SALES & SUPPORT (Pre-Post Sales)

Regional Technical Sales Manager (Revised Title)
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

CUSTOMER SERVICE

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

MARKETING

Marketing Executive
Director of Marketing (Revised)
Director Business Development
Business Development Manager
Sr. Business Development Representative (New)
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
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
Proposal Manager (New)
Proposal Specialist (New)
Marketing Proposal Coordinator (Revised)

CAPITAL PLANNING

Top Planning Executive
Capital Planning Manager
Capital Planning Analyst

FUND DEVELOPMENT

Top Fund Development Executive
Manager Fund Development
Representative Fund Development
Grants Administrator
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

DATA SCIENTISTS (NEW)

Data Scientist 3 (New)
Data Scientist 2 (New)
Data Scientist 1 (New)

FACILITIES OPERATIONS & MAINTENANCE

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