

THE PROFESSIONAL & ADMINISTRATIVE SURVEY

2017 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
 HR Advisor/HR Business Partner (Revised Title)
 Human Resources Analyst/Generalist 2
 Human Resources Analyst/Generalist 1
 Human Resources Administrator
 Human Resources Assistant
 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
 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

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 (New)
 Compliance Analyst (New)
 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 (New)
 Financial Advisor
 Customer Service Representative 2
 Customer Service Representative 1

CAPITAL PLANNING

Top Planning Executive
 Capital Planning Manager
 Capital Planning Analyst

BUSINESS PROCESS ANALYSIS

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

INSURANCE SERVICES

Actuary (New)
 Actuarial Associate (New)
 Actuarial Analyst (New)
 Underwriting Executive (New)
 Insurance Underwriting Manager
 Insurance Underwriting Supervisor
 Insurance Underwriter 2
 Insurance Underwriter 1
 Product Development Manager (New)
 Claims Executive (New)
 Examiners - (Claims Specialists) (New)
 Supervisor- Bodily Injury (New)
 Claims Adjuster - Bodily Injury
 Supervisor - Property (New)
 Claims Adjuster - Property
 Appraiser
 Claims Manager
 Claims Advisor
 Claims Assistant (New)
 Sales Manager - Insurance
 Sales Agent 2/Broker 2 (Revised Title)
 Sales Agent 1/Broker 1 (Revised Title)

RISK/CREDIT

Director Risk
 Risk Manager
 Economist/Statistician (New)
 Risk Analyst
 Credit Manager
 Credit Analyst 2
 Credit Analyst 1

DOCUMENT CONTROL

Document Control Manager
 Document Control Lead
 Document Control 2
 Document Control 1
 Librarian

PROJECT ACCOUNTING

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

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(continued)

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
Accounting Clerk Supervisor
Accounting Clerk 3
Accounting Clerk 2
Accounting Clerk 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

BUSINESS ANALYSIS

Business Analyst 3
Business Analyst 2
Business Analyst 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

FUND DEVELOPMENT

Top Fund Development Executive
Manager Fund Development
Representative Fund Development
Grants Administrator
Fund Development Coordinator
Volunteer Coordinator (New)

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

CUSTOMER SERVICE

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

TECHNICAL SALES & SUPPORT (Pre-Post Sales)

Regional 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

MARKETING

Marketing Executive
Director of Marketing
Director Business Development
Business Development Manager
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
Marketing Proposal Coordinator

FACILITIES MAINTENANCE

Director Facilities
Facilities Manager
Facilities Coordinator
Facilities Maintenance Mechanic
Maintenance Worker
Custodian
Security Manager
Security Guard