

THE PROFESSIONAL & ADMINISTRATIVE SURVEY

2020 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 (Revised)
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

DOCUMENT CONTROL

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

FUND DEVELOPMENT

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

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

BILLINGS

Billing Supervisor
 Billing Specialist
 Billing Coordinator
 Billing Clerk

BUSINESS ANALYSIS

Business Analyst 3
 Business Analyst 2
 Business Analyst 1

CANNABIS RETAIL

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

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

CUSTOMER SERVICE

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

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
 Pricing Manager (New)
 Proposal Manager
 Proposal Specialist
 Marketing Proposal Coordinator

DIGITAL MARKETING

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

BUSINESS PROCESS ANALYSIS

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

CAPITAL PLANNING

Top Planning Executive
 Capital Planning Manager
 Capital Planning Analyst

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

PROJECT ACCOUNTING

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

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
 Facilities Assistant
 Property Manager

DATA ANALYTICS

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