
Administrative Staff

2015 Salary Guide

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Easy Access 2015 Salary Guide For Busy Medical Practitioners & Office Business Owners

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Labor Market Hiring Trends

It's no secret that the labor market has been in an evolving state as the U.S. economy embraces the rebound from the recession. Some positive trends are on the horizon. The Society for Human Resource Management (SHRM) in its survey about the state of jobs and skills in the U.S., revealed that the majority (80%) of organizations reported their financial health as being "excellent" or "good". Almost all companies surveyed said their organizations hired full-time employees in the past 12 months. About half said new skills were required for the positions, citing growth of their organization, changing technology, and new products as the top reasons.

On the other hand, the top reasons organizations have experienced difficulty in hiring full-time regular positions were that candidates lacked the needed work experience, and the right technical skills. Competition from other employers was also indicated as another reason. It is clear that many jobs are not being filled due to skills mismatch between job seekers and open positions.

Never-the less, as the recovery continues the BLS reported that the unemployment rate holds firm at 5.6 percent.

Overview

This special *salary guide* has been designed for you to find starting salary ranges for more than 60 administrative positions. The figures in this guide have been collated from Robert Half & Companies in tandem with OfficeTeam salary survey of over 145 markets across North America. Information in the guide has been used by the U.S. Department of Labor's Bureau of Labor Statistics when compiling the *Occupational Outlook Handbook*.

The Hiring Outlook

SHRM revealed that Hiring Forecast shows a focus on:


- **Employment Expectations** – In 2015 the hiring rate will rise in manufacturing and drop slightly in services compared to a year ago. Companies are boosting efficiencies by hiring administrative professionals with the skill sets to cover multiple job functions, when necessary.
- **Recruiting Difficulty in finding talent** – It has become more challenging to locate top support staff. In fact, according to a recent survey, HR managers said it is difficult to find skilled administrative professionals today. As a result of these challenges, employers are becoming more creative when recruiting, tapping their networks, offering employee referral bonuses and turning to specialized staffing firms for assistance.
- **New Hire Compensation** – The rate of increase for new hire compensation rose compared to previous years. Experienced executive and administrative assistants are particularly strong demand. Growing competition for top talent is bringing staff retention to the forefront for many employers.

The Recruiting Checklist

The key attributes hiring managers look for when evaluating applicants for administrative and office support positions are:

- **Flexibility** – many companies are in a state of transition as business demands fluctuate. They need staff who can adapt to the higher volume of projects. Managers want candidates who thrive during change and are willing to learn and take on new responsibilities.

- **Communication Skills** – Administrative professionals need to articulate and be polished in their interactions with internal and external customers, both in person and on the phone. At the same time, there is greater emphasis on writing abilities as email and social media become the predominant communication tools.
- **Technical expertise** – Managers seek support staff that are not only proficient with the latest software applications but also can assist and train others. Microsoft Office skills, including Word, Excel, Outlook and PowerPoint, remain in strong demand.
- **A can-do mindset** – Employers value those who regularly exceed performance expectations. They want administrative staff members who take action when they see a problem that needs to be fixed.

2015 Administrative Salaries - United States			
POSITION TITLE	2014	2015	% Change
ADMINISTRATIVE			
Senior Executive Assistant*	\$48,000 - \$65,000	\$50,500 - \$67,250	4.20%
Executive Assistant	\$40,500 - \$55,250	\$42,000 - \$57,500	3.90%
Senior Administrative Assistant	\$36,500 - \$47,2250	\$38,250 - \$49,000	4.20%
Administrative Assistant	\$29,750 - \$40,000	\$30,750 - \$41,750	3.90%
Entry-Level Administrative Assistant	\$26,500 - \$33,000	\$27,250 - \$34,500	3.80%
Senior Office / Facilities Manager	\$44,250 - \$59,000	\$46,000 - \$61,500	4.10%
Office / Facilities Manager	\$37,250 - \$48,000	\$38,750 - \$50,000	4.10%
Marketing Assistant	\$30,250 - \$39,750	\$31,500 - \$41,000	3.60%
Sales Assistant	\$29,250 - \$39,250	\$30,250 - \$41,000	4.00%
Specialized Assistant - Legal	\$36,250 - \$45,750	\$37,500 - \$46,500	2.40%
Property Management Assistant	\$30,250 - \$39,500	\$31,500 - \$41,000	3.90%
Mortgage Assistant	\$29,250 - \$37,000	\$30,250 - \$38,250	3.40%
Claims Processor	\$28,500 - \$36,250	\$29,500 - \$37,250	3.10%
Research Administrator	\$30,000 - \$37,250	\$31,250 - \$38,250	3.30%
Admissions Assistant	\$28,750 - \$35,750	\$29,500 - \$37,000	3.10%
Project Manager	\$41,500 - \$54,250	\$43,000 - \$56,500	3.90%
Project Assistant/Coordinator	\$30,000 - \$44,000	\$31,250 - \$45,250	3.40%
Logistics Coordinator	\$31,750 - \$42,750	\$32,750 - \$44,250	3.40%
Dispatcher	\$29,000 - \$39,500	\$30,000 - \$40,250	2.60%
Purchasing Assistant	\$31,750 - \$39,750	\$32,750 - \$41,000	3.10%
Document Control Clerk	\$26,750 - \$34,250	\$27,750 - \$35,000	2.90%
Proofreader	\$36,500 - \$53,750	\$37,500 - \$55,250	2.80%
Presentation Specialist	\$43,000 - \$55,250	\$44,500 - \$57,500	3.80%
OFFICE SERVICES			
Office / Facilities Coordinator/Assistant	\$27,750 - \$37,250	\$28,500 - \$38,250	2.70%
Office Clerk	\$22,500 - \$28,750	\$23,000 - \$30,000	3.40%
Mail Assistant/Clerk	\$22,250 - \$25,250	\$22,500 - \$26,000	2.10%
File Clerk	\$21,500 - \$25,250	\$21,750 - \$26,000	2.10%
Imaging / Scanning Specialist	\$22,500 - \$28,000	\$23,000 - \$28,750	2.50%
DATA ENTRY			
Senior Data Entry Specialist	\$28,000 - \$33,250	\$28,750 - \$34,000	2.40%
Data Entry Specialist	\$22,750 - \$29,250	\$23,250 - \$30,000	2.40%
Senior Order Entry Specialist	\$28,000 - \$34,500	\$29,000 - \$35,00	2.40%
Order Entry Specialist	\$24,000 - \$31,000	\$24,500 - \$31,750	2.30%
RECEPTION			
Front Desk Coordinator	\$23,500 - \$32,000	\$24,250 - \$33,250	3.60%
Receptionist	\$23,250 - \$31,250	\$23,750 - \$32,500	3.20%
			
Robert Half & Officeteam Salary Survey 2015			

2015 Administrative Salaries - United States			
POSITION TITLE	2014	2015	% Change
CUSTOMER SERVICE/CALL CENTER			
Customer Service Manager**	\$40,500 - \$55,500	\$42,500 - \$57,250	39.00%
Senior Customer Service Representative	\$32,750 - \$42,750	\$34,000 - \$44,500	4.00%
Customer Service Representative	\$25,750 - \$34,500	\$26,500 - \$36,250	4.10%
Call Center Manager**	\$40,500 - \$55,500	\$42,500 - \$57,250	3.90%
Senior Call Center Representative	\$31,750 - \$41,500	\$42,500 - \$57,250	3.90%
Call Center Representative	\$25,250 - \$34,000	\$26,250 - \$35,250	3.80%
HUMAN RESOURCE (HR)			
HR Assistant	\$30,250 - \$40,250	\$31,500 - \$42,000	4.30%
HR Recruiting Specialist/Coordinator	\$35,500 - \$48,250	\$36,750 - \$50,250	3.90%
HR Benefits Specialist/Coordinator	\$37,750 - \$50,500	\$38,750 - \$53,000	4.00%
ADMINISTRATIVE HEALTHCARE			
Patient Registration /Admissions Clerk/ Enrolment Specialist	\$27,500 - \$36,250	\$28,500 - \$37,500	3.50%
Insurance Referral Coordinator	\$29,750 - \$38,250	\$30,750 - \$39,500	3.30%
insurance Verification Clerk	\$29,000 - \$37,500	\$30,000 - \$38,750	3.40%
Medical Office Administrator	\$39,500 - \$57,000	\$41,250 - \$59,000	3.90%
Medical Executive Assistant	\$39,000 - \$53,500	\$40,000 - \$56,250	4.10%
Medical Secretary / Administrative Assistant	\$32,250 - \$42,000	\$33,500 - \$43,750	4.00%
Medical Transcriptionist	\$32,500 - \$41,500	\$33,500 - \$43,000	3.40%
Medical Front Desk Coordinator	\$26,250 - \$34,250	\$27,250 - \$35,250	3.30%
Medical Receptionist	\$24,750 - \$32,500	\$25,500 - \$33,500	3.10%
Electronic Medical Records (EMR) Abstractor/ Auditor	\$30,000 - \$38,750	\$31,500 - \$40,000	4.00%
EMR Quality Assurance Specialist	\$28,250 - \$36,750	\$29,500 - \$37,750	3.50%
EMR Clerk	\$25,750 - \$34,000	\$26,750 - \$35,000	3.30%
Medical Records Scanner	\$23,750 - \$30,250	\$24,500 - \$31,250	3.20%
Medical Data Entry Specialist	\$25,500 - \$32,500	\$26,250 - \$33,500	3.00%
Senior Medical Customer Service Representative	\$32,500 - \$42,000	\$34,000 - \$43,250	3.70%
Medical Customer Service Representative	\$28,000 - \$36,000	\$29,250 - \$37,250	3.90%
Member Services Manager	\$54,500 - \$72,250	\$56,000 - \$74,750	3.20%
Customer Service/Member Services Representative	\$31,000 - \$41,750	\$32,000 - \$43,250	3.40%
Surgery Scheduler	\$30,250 - \$41,000	\$31,250 - \$42,250	3.20%
Credentialing Specialist	\$32,750 - \$41,500	\$34,000 - \$43,250	4.20%
Dental Scheduler / Receptionist	\$27,250 - \$36,500	\$28,250 - \$37,500	3.10%
Certified Medical Coding Manager	\$66,750 - \$88,500	\$69,500 - \$91,750	3.90%
Certified Coding Specialist	\$50,000 - \$65,750	\$51,750 - \$68,500	3.90%
Certified Professional Coder	\$50,000 - \$65,250	\$51,500 - \$68,250	3.90%
Provider Relations Specialist	\$39,500 - \$51,750	\$40,750 - \$53,500	3.30%
Notes for salary figures			
* Add up to 12 percent for expert multilingual abilities			
* Add up to 6 percent for Certified Administrative Professional designation			
* Add up to 8 percent for Microsoft Office Specialist certification			
* Add 15 percent or more for senior executive assistants supporting C-level executives in large companies			
** Add up to 20 percent for customer service managers or call center managers overseeing more than 20 people			
Robert Half & Officeteam Salary Survey 2015			

The Job Interview: Six Questions to Ask

The process of adding employees can be challenging if you don't prepare properly. Few managers have the resources to devote to repeated rounds of recruiting if an initial hire does not work out. The following interview questions can help you with the right person the first time.

1. **What would you hope to gain in this job?**

Pay attention to whether applicants focus only on the short term or if they also mention long-term goals with your company. This can help you determine if you're dealing with someone looking to build a career with your organization.

2. **What is the most interesting project you have worked on professionally?**

The response to this question tells you what candidates find inspiring. Does your job align with these interests?

3. **What would have made you stay at your last job?**

Applicants may have well-rehearsed responses to the anticipated "why did you leave your last job?" question. By asking them to consider what they wish had been better, you may get more candid feedback.

4. **How would colleagues describe your personality?**

You don't necessarily want your staff to share the same personality style, but you do want to make sure applicants will work well with the team. For example, someone who is described as no-nonsense may not mesh well with a collaborative, collegial team.

5. **What's a mistake you have made on the job?**

Look for a willingness to admit faults and an understanding of the importance of learning from them.

6. **Who was the most challenging customer - internal or external - you have encountered and how did you make that person happy?**

Every position involves some level of customer service. You want to get a sense of how people deal with difficult individuals and respond to pressure situations.

Five Keys to Keeping Your Best People on Board

In any business environment, your best people are always in demand. Your role as a manager is to consistently give your employees compelling reasons to keep them from packing their bags and heading to another company. Businesses that are able to maintain continuity among their teams are positioned for the greatest success. Five tips for better staff retention:

1. **Know the value of “Thank You”.** People work for much more than a pay check. They want their jobs to be a means of attaining self-esteem, pride and professional growth. And they want to feel that their talents and contributions are appreciated.

Take the time to acknowledge individual and group achievements. Even small actions, such as offering praise during a staff meeting or private discussion, can go a long way toward making people feel valued.

2. **Trust your team to do a good job.** Most workers place a premium on autonomy and the ability to make decisions. When you micromanage, you send the message to your staff that you don’t believe they can do the job correctly, which can undermine morale.

Instead, empower your team to develop new solutions to problems. Being open to suggestions and acting on them whenever possible tells your employees that their opinions matter.

3. **Get to know your staff as individuals.** Are your team members satisfied with their work? Ask each of them about their career aspirations, and then try to find ways to help them achieve these goals. You could institute mentoring or continuing education programs, for example. Or you could simply touch base regularly to let people know you’re personally interested in their success and professional growth.

4. **Be sensitive to stress levels.** After a sustained period of heavy workloads, intense pressure and tight deadlines, your staff may be on the verge of burnout. When you see your employees nearing their limits, consider hiring additional full-time staff, temporary professionals or a combination of both. Doing so will ease the burden and ensure you have the necessary expertise on board for each project.

5. **Pay competitively.** Money may not be the most important factor in the decision to leave a company, but it can certainly play a major role. Strive to keep your salary levels at, or slightly above, those offered by your competitors.

Human Resource BASICS

Documentation and assessment of Employee Policies & Procedures, includes those required by federal and state laws. Even though this function may be handled by the business owner and/or office manager, we have separated them because they are quite involved and often ignored. Consequently, the resulting non-compliance leads to fines, employee conflicts and other costly complications. For that reason, we are providing a checklist so you can have a reference of all the items you must have, if you have more than 15 employees and less than 50.

With regard to compliance with HR rules and regulations, owners of a health practice with 5 to 50 employees, need to comply with 3 basic requirements:

- **Creation and maintenance of three specific employees' files**
- **Publication of an employee handbook with certain policies**
- **Posting of required state and federal notices**

A. Employee Files

Each one of your employees must have the following three separate files, which are strictly confidential, kept in a secure location, and only people with a solid business reason should have access to these files.

FORM 1-9 Employment Eligibility Verification

The law requires that you have a completed I-9 on file for each of your employees. These forms must be available for inspection by authorized U.S. Government officials. It's best to keep all I-9s in a single file.

EMPLOYEE FILE

You must create and maintain a separate file for each of your employees. This file is where you keep most of the information you collect on employees, such as:

- Resumes and employment applications
- Offer letters, employment agreement with job descriptions or contracts
- Payroll information
- Basic employment data including W-4s
- Information about participation in benefit programs
- Awards, recognition or disciplinary documents
- Performance evaluations
- Termination documentation and exit interview information

EMPLOYEE MEDICAL FILE

You must create and maintain a separate medical file for each of your employees, where any information related to health or medical issues is kept, such as:

- Application for insurance
- Notes from a doctor excusing a person from work
- Medical examination information
- Information related to disability

Again, the employee medical file must be separate from the employee file. Keep this file secured in a locked cabinet. For small businesses, there is usually no reason for anyone (other than the owner) to have access to this file.

B. Employee Handbook with Company Policies

An employee handbook is the centerpiece of an effective functioning business. The employee handbook explains your company's policies and procedures and communicates your expectations to employees. A good handbook also helps to protect your practice in the event of a dispute. The policies you include in your handbook do not need to be comprehensive to the point of being ridiculous, but it is advantage to cover all the basics. Therefore we recommend the following points:

EMPLOYMENT IN GENERAL

- Introductory statement – Purpose of the Handbook & At-Will Employment
- Equal Opportunity Policy
- New Hire Policy
- Policy Against Harassment & Discrimination
- Open Door Policy
- Confidential information
- Computer Use Policy

- Social Media Policy
- Employment at Will
- Immigration Law Compliance
- Employment Categories
- Work hours
- Alcohol & Drug Policy
- Personal Appearance Policy
- Return of Property
- Solicitation Policy

TIMEKEEPING & PAYROLL

- Timekeeping Procedures
- Paydays
- Pay Deductions

WORKING CONDITIONS

- Violence in the Workplace
- Workplace Safety
- Drug Free Workplace Policy
- Employee Conduct & Disciplinary Action

BENEFITS

- Sick & Personal Leave
- Vacation
- Holidays
- Bereavement Leave
- Jury Duty Leave
- Military Leave
- Maternity / Paternity Leave
- Insurance
- Worker's Compensation Insurance
- Healthcare Continuation
- 401K
- Business Expense Reimbursement

It is critical that your employees READ the handbook and agree to your policies as a condition of their employment. The best practice is to ask employees to acknowledge their acceptance in writing and to store that acknowledgement in case of need.

C. Posting of Required State and Federal Notices

Below are a few sites that provide the mandatory posters to be displayed in medical centers as well as other resources you will find useful.

- 1) Florida Federal & State Employment Regulations - www.osha4less.com
- 2) ADP Payroll - www.adp.com
- 3) Florida Law - Discrimination – FCHR.state.fl.us
- 5) Minimum Wage in Florida - Florida State Statutes
- 6) Workers Compensation – myfloridacfo.com

This *salary guide* and *HR Basics tips* is intended to give you a reference to assess your 2015 administrative salaries for your employees and where you may need to make some changes as needed. If you find that you do not have the time or resources to tackle it yourself ask for help. But don't make the mistake of keeping things the way they are now and expecting different results.

Need help? Cameron Calder & Associates is here to help you. For more information, please visit us online at www.ccahr.com, or contact us at scameron@ccaahr.com or give us a call at 954.495.1644.

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