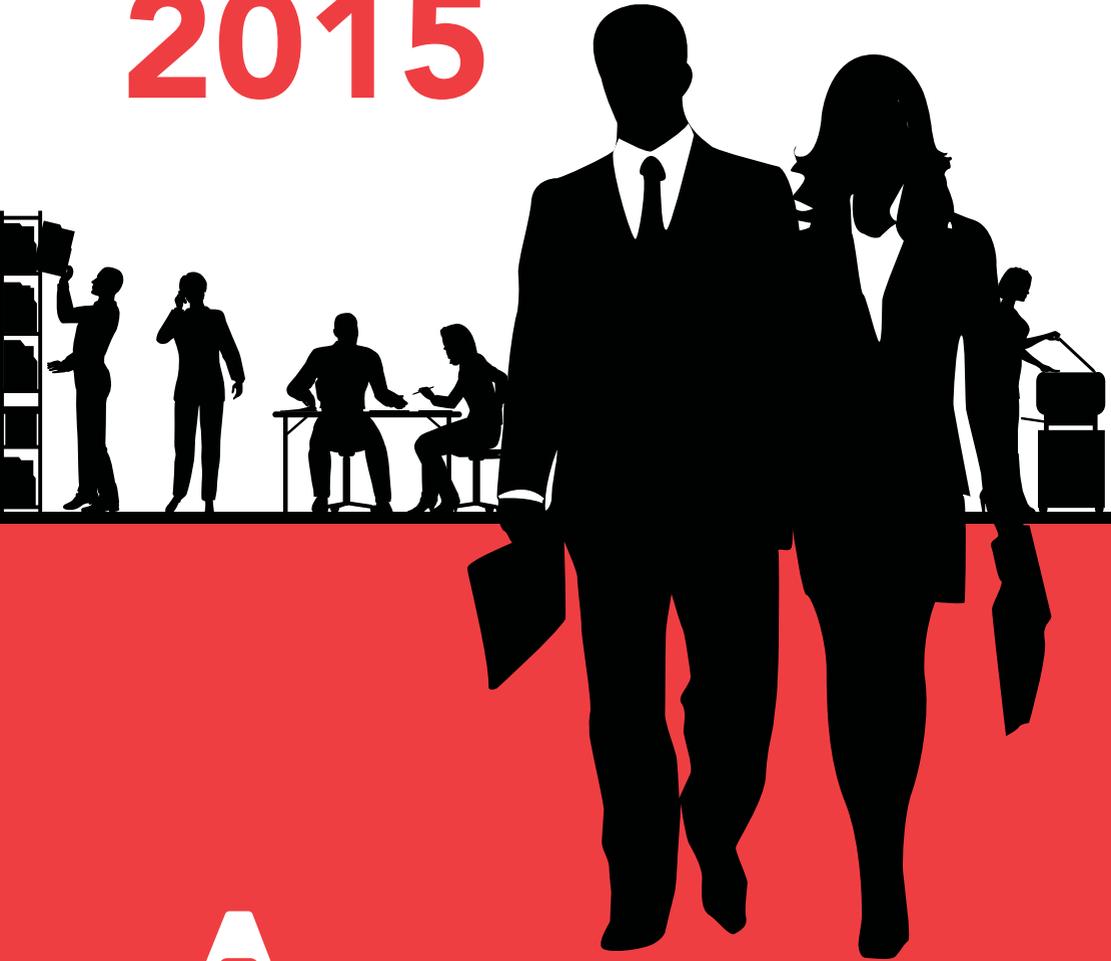


# MARKET TRENDS REPORT 2015

*now you're talking*



AccountAbility



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## ABOUT ACCOUNTABILITY

We're Australia's leading Accounting and Business Support recruitment specialists – and we're proud of it. From humble beginnings as a team of two in 2004, we've grown into an established presence in Sydney, Parramatta, Melbourne and Brisbane. Last year we placed more than 450 candidates into permanent roles and over 850 into contract placements. AccountAbility is part of the Ambition Group.

## HOW WE WORK

Conversation is our passion. We listen, we respond. Being truly connected to our clients - from knowing a firm's structure to the culture of those you're looking to hire - is key to our success, and yours. When talking to candidates, we are an extension of your business. Speed is vital to us and it shows. We fill 80% of temporary roles on the first phone call and 90% of permanent roles within six to eight working days. Working as a team enables us to achieve quality results, fast.

## WHAT WE DO

We recruit permanent and temporary staff in Sydney, Parramatta, Melbourne and Brisbane in the following functions:

### ACCOUNTING SUPPORT

- Accounts Payable\*
- Accounts Receivable\*
- Credit\*
- Cash Collection\*
- Payroll\*
- Assistant Accountant
- Bookkeeping
- Accounts Clerk

\*Up to and including management level

### BUSINESS SUPPORT

- Executive Assistant
- Personal Assistant
- Receptionist
- Office Manager
- Customer Service
- Data Entry
- Administration Assistant

Specialists in our field, we know what drives candidates in Accounting and Business Support roles to change jobs and what clients need to get the people they want. Put simply, we'll get you the best candidates, fast.



# 2014: A YEAR OF MOVEMENT AND GROWTH

Following a tough election year during which most Australian businesses seemed to remain in something of a holding pattern, 2014 got off to a steady start with an increase in movement across the Accounting and Business Support sectors. With a large number of candidates remaining in roles for longer than they usually would due to a lack of opportunity in 2013, the scene was set for a higher level of movement from the second quarter of 2014 onwards. A combination of candidate desire for a change and an increase in new roles being created by clients to support growing workloads

led to a flurry of movement which did not show many signs of slowing down all year. Permanent recruitment and maximum term contract recruitment have both been on the rise, in addition to the steady growth in temporary recruitment that we predicted the year before. Moving into 2015, over 70% of our clients indicate they are planning to hire in the coming year, with 40% of those surveyed stating this will be due to business growth. Business confidence is certainly returning and with it the number of opportunities for experienced Accounting and Business Support candidates is on the increase.

## WHAT YOU TELL US ABOUT THE MARKET

Our Market Trends report offers an overview of last year's Accounting and Business Support trends in addition to some insights into what 2015 has in store. This year we surveyed over 3000 employers and employees across Australia and this, combined with a detailed analysis of the roles we have recruited in 2014 has provided us with the following results.

### OUR KEY FINDINGS

**HIGHS  
AND LOWS  
IN 2014**



#### 2014 Findings

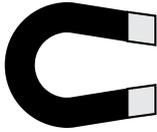
- 51% of companies performed as expected.
- 31% performed better than expected.
- 18% did not perform as expected.



#### 2015 Expectations

- 61% of employers anticipate growth in 2015.
- 35% anticipate to maintain 2014 levels.
- 9% expect to shrink in 2015.

## THE CURRENT CLIMATE



**56%**

of hiring managers have been in their current company for under 5 years.  
↑ 4% on last year.

**82%**

of employers indicated their staff received pay increases in 2014.



**77%**

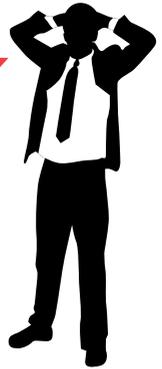
of candidates in support roles have been in their current position for under 2 years.  
↑ 11% on last year.



**80%**

of employers indicate their staff are under pressure to work more hours.

**76%** indicated that providing flexible working arrangements enable their staff to be more productive.



**68%**

of candidates indicate they plan to change jobs in the next 12 months.  
↑ 8% on last year.



# 2015 – POSITIVE CHANGE IS IN THE AIR

Early signs for recruitment in 2015 are encouraging. With a steady economy bringing cautious growth for a number of industries, we anticipate an increase in movement within the Accounting and Business Support sectors. Continuing the trend from 2014, companies will continue to engage temporary and contract workers in significant numbers to assist with projects to implement new systems or improve processes. The 'career contractor' will continue to move between such projects as a means of expanding and improving their portfolio of skills and to gain exposure to a number of different industries.

On the permanent recruitment front, our survey indicates that a large number of employees within the support space are aiming to make 2015 a year of change. Planned hiring based on business growth coupled with the high number of opportunities provided by current employees moving on to pastures new, will mean a large number of opportunities for the high quality job seekers. With an increase in vacancies will come an increase in competition for top talent.



Those businesses with a fast, effective recruitment process that can move quickly from first interview to offer will find they get the pick of the bunch. In addition to this, those businesses with attractive employee benefit programs and flexible working arrangements will be in the strongest position to secure the people they want.



Within Accounting Support, our clients indicate the key areas in 2015 will be **Payroll** and **Assistant Accountant** roles.

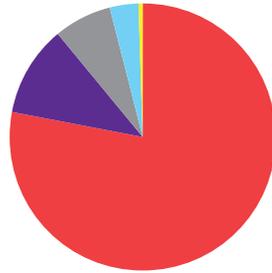
Within Business Support, we expect a large number of **Reception** and **Admin Assistant** roles.

## DIVERSITY

The conversation around this hot topic has continued to evolve and where once the diversity piece was largely focused on gender equality a number of businesses are thinking more broadly when it comes to encouraging diversity of thought and experience in their workforce. With the proposed plans to further extend retirement age to 70 a large number of Australian employers are beginning to actively create programs to attract and retain more mature-aged employees. When surveyed, over 40% of employers indicated they were keen to attract and retain mature-aged workers citing proven experience and steadiness as well as reliability as key perceived benefits. Interestingly, whilst it seems that a growing number of employers are starting to recognise the benefits of capturing this section of the talent pool 54% of those within the 40-60 age bracket cite their age as being a perceived obstacle in them securing work. In an employment market where we can now expect to be working from 18 to 70, it is good that employers are not going to consider us past our sell-by date when we reach the halfway mark!

## WHERE TO FIND GOOD SUPPORT CANDIDATES

Whilst social media has certainly played an increased role in Australian recruitment over the last few years, it has yet to really scratch the surface in terms of Accounting Support and Business Support recruitment. Of all the people surveyed, 78% indicated they found their most recent role through an agency, 11% through a direct advertisement placed by the company, 7% through referral from a friend or colleague, 3.5% through a company website and only 0.5% through social media.



- 78%** Through a recruitment agency
- 11%** Direct company advertisement
- 7%** Referral
- 3.5%** Company website
- 0.5%** Social media

Although it is undeniable that a high number of qualified professionals have some form of LinkedIn presence, it has yet to filter down to those in support level roles and as a result partnering with an agency who specialises in this area is still essential.



**58%**  
of our candidates do not have an active LinkedIn profile.

58% of our candidates do not have an active LinkedIn profile. Employers surveyed indicated they engaged agencies to recruit support roles for two main reasons – the speed of service and the in-depth knowledge of what motivates people at this level to move from one role to another.



When it comes to current drivers or 'push factors' for support level employees to leave a role, these are cited as being a lack of career progression, a poor company culture and dissatisfaction with salary. On the flip side, the 'pull factors' that our candidates tell us will get them across the line are listed in order of importance as salary, relationship with a future manager and location. Flexible working arrangements, whilst still important, have moved into fourth place this year with the increased importance on relationship with manager. It seems that getting strong leaders into the Accounting and Business Support space could be the factor that truly sets you apart from your competitors when it comes to securing and retaining the best talent in the market.

The top benefits offered by employers are **flexible working arrangements, study allowances and professional membership fees**.

Only **15%** of employers offer no benefits at all.



## SPEED IS THE KEY TO SUCCESS

In a market that increasingly offers multiple options to the strongest candidates, it is vital that you remain ahead of the pack by moving quickly. This year, 75% of employees surveyed cited a prolonged interview process as the main reason for them rejecting a job offer. For support level roles, 83% of employees surveyed thought a permanent recruitment process should take no longer than 1-2 weeks, whilst for management level roles, the expectation was more in the 2-3 week range.

With 80% of employees stating they believe it to be competitive but easy enough in the current market to secure a good job, it is clear that jobseeker confidence has returned. In both the Accounting Support and Business Support space, skilled and experienced employees are in high demand and 74% of candidates in this space that were surveyed stated that they believed those businesses who conduct a swift and decisive interview process are more likely to be a better place to work.

Amongst the main frustrations with the permanent and maximum term recruitment process is the lack of detailed feedback after an interview. At AccountAbility we commit to all of our candidates that we will revert to them with feedback whether successful or unsuccessful within an agreed timeframe – preferably within 24 hours of the client interview taking place. In partnering closely with our clients to ensure this happens, we not only guarantee that their business is represented in the best way possible but we also ensure that our candidate experience is second to none.



**75%**

of employees surveyed cited a prolonged interview process as the main reason for rejecting a job offer.

## SECTOR OVERVIEW

**PAYROLL** – Payroll professionals remain in high demand and short supply. We have experienced a significant rise in project roles in the last 12 months as more and more businesses invest in upgrading their Payroll systems. The preference for industry experience and exposure to awards and EBAs still remains to a certain extent, as does the preference for certain systems skills – particularly when it comes to short term contracting or project roles. However on the permanent side of things, cultural fit and attitude are the key drivers amongst most of our Payroll clients. There are some things that just can't be taught!

**CREDIT** – Credit remains a hotspot for Accounting Support recruitment, with strong Credit and Collections staff in high demand. Salaries have risen slightly in the last 12 months and you would certainly expect to be paying more than a couple of years ago for someone of a similar skill set. Seasonal spikes in short-term Credit contractors will once again be part of the landscape in 2015, particularly across year end and half-year end. In a market where cash is king, a good collector can be worth his or her weight in gold.

**ACCOUNTS PAYABLE** – 2014 has seen further changes in the AP world with a number of our larger clients centralising their national AP teams into shared service environments, usually in one of the main Australian cities. AccountAbility has helped a number of our key clients with these projects and has been able to create a tailored recruitment process to help achieve the desired outcomes in a cost effective way. The continued introduction of electronic invoice scanning has produced further savings for a number of AP departments and enabled some clients to reduce headcount. Salaries for full function AP staff with SAP or Oracle experience are also on the rise, with large blue chip businesses competing for talent in this area.

**ASSISTANT ACCOUNTANT** – 2014 has seen a marked increase in the number of Assistant Accountant roles being recruited, with these roles providing a great way to secure the future qualified Accountants at the very beginning of their career. Whilst these roles can vary dramatically in scope from company to company, there is much competition for talent and inevitably it is those companies with a compelling employee value proposition relating to career progression that grab the cream of the crop.

**ADMINISTRATION ASSISTANTS/RECEPTIONISTS** – Employers have indicated to us that their recruitment focus within business support in 2015 will be in the general Administration and Reception space. Not only are these the most sought after candidates, they are often the most challenging to recruit as depending on the industry, the general Administration Assistant role can sit within any area of the business and can require highly specific skill sets. Across the board, what is clear is that those candidates who can bring a broad range of skills within administration as well as in accounting, events, travel, or marketing, are, and will remain in extremely high demand. Many organisations have increased their HR teams in order to raise in-house capability around L&D and recruitment bringing with this a rise in the need for candidates with an HR background to support and assist those organisations.

**EA/PA** – We have seen an increase in hiring in the EA/PA space over the past 12 months, with the Big 4 and other Financial Services organisations taking the lead in competing for top talent. During the earlier part of 2014 we saw salaries increase, but expect that these will level out now through 2015. We have seen a rise in EAs becoming real business partners to those they support and roles where EA/PA candidates are able to contribute at a strategic level and effectively act as the representative of the person they support are becoming increasingly popular. Fast-paced, highly organised and multi-skilled EAs who can demonstrate the ability to balance multiple priorities at once are in high demand, and this is something that is often rewarded in an annual bonus as part of the salary package. Due to slow movement at this level over the past few years, sourcing and securing top talent in this space is still incredibly challenging, with top EAs being able to command salaries of over \$110,000.

# REGIONAL TRENDS

## VICTORIA

The Victorian employment market in 2014 started slowly. All the positive sentiment and growth plans our clients had been discussing at the end of 2013 did not provide the anticipated uplift in demand we were expecting. Pleasingly however the market picked up post-Easter and increased dramatically across the winter months, in some segments to the busiest times we have seen since the GFC.

Demand for Payroll, Credit and Payables managers has been soft throughout 2014. We are yet to see the amount of churn required to create sufficient opportunities for senior leaders in these respective fields to progress their careers outside their current organisations. Over the past 2 years there has been a constant demand for immediately available Credit and Accounts Receivable Officers, particularly in depressed industries such as retail and FMCG where cash is king. Top Payroll talent has always been in high demand and short supply, in 2014 this has increased even more so. This imbalance has led to a spike in salaries for Payroll candidates whilst the rest of the market has remained flat.

Overall 2014 proved to be a stabilising year in the employment market where nominal growth was achieved throughout most recruitment verticals. We anticipate this slow but positive growth continuing for at least the next 12 months as businesses slowly trend away from cost control to top line growth. With the downturn in the mining sector and the increased public and private investment in infrastructure we are anticipating an increase in activity from our property, construction and commercial services clients. As always candidates with niche technical skill sets will still be in hot supply in 2015, particularly those prepared to travel outside Melbourne's CBD where city-fringe business districts continue to grow.

## QUEENSLAND

Similar to the previous two years, the Queensland market started slowly in 2014 but showed improvement in hiring activity from April onwards, with a significant uptick in hiring in Q3. We experienced recruitment activity not seen since before the major cut backs in 2012 when we saw downsizing in Queensland Government and the mining industry. With this renewed activity we are seeing companies starting to replace key positions that were previously left vacant, to hire temporary staff to augment their existing teams, and to make replacement permanent hires due to increasing attrition rates. We have also started to see big ticket projects finally getting the green light which puts more pressure on the corporate office and creates secondment opportunities for existing staff, which then need backfilling.

The hiring activity has been balanced across all clerical levels as companies look for more support with frontline services as well as for the back office. Accounts Payable and Accounts Receivable remain in steady demand but also steady supply whereas Credit is an area where companies struggle to attract & retain staff due to the demanding nature of the work. With renewed growth in headcount, Payroll continues to be an area that experiences a steady flow of jobs but also a low supply of talented payroll professionals. With more ongoing transformation projects and ERP

upgrades we expect people with system implementation skills to become a precious commodity. Within Business Support we have seen more demand for EAs & PAs as renewed business conditions and increased economic activity once again justifies the need for ongoing executive support.

Now that market conditions are improving, attraction and retention of top talent is the key for many corporate services functions, with everyone looking for those hidden gems that can provide the 'utopia' of being high performers without high wage demands. The best advice we can give our clients is to ensure that all members of staff are clear on the company vision and that every task no matter how menial is tied to achieving this goal. Rewards and benefits obviously help when it comes to staff retention but doing meaningful work, being recognised for their efforts, being challenged and being part of a positive culture, are still the key reasons why employees remain loyal to their companies.

We expect 2015 to be a more favourable year for the Queensland economy, business confidence has returned, economic conditions are improving and by just walking around the CBD you see a wave of commercial activity not seen for many years. With significant infrastructure investment planned and a growing population the future is starting to look bright once again for the Sunshine State.

## NEW SOUTH WALES

As predicted, 2014 got off to a slow start in NSW in terms of permanent employment growth as businesses held off on increasing headcount as a lack of market confidence prevailed. Due to this reluctance to increase numbers, the natural attrition of teams and the running of various streamlining projects the temporary recruitment remained strong as it had done in 2013.

As the year progressed we saw a significant upturn in both movement and growth which resulted in more opportunity for Accounting Support staff at all levels and for the first time since 2012 we saw opportunities at management and senior management within this space increase.

Overall Accounting Support teams in NSW have remained lean and there has been continued pressure on staff to meet the objectives usually required of larger teams. In turn, there has been increased desire for job movement but with a lack of opportunity.

As in Victoria and Queensland, there has been high demand for immediately available Credit/Collection candidates, as businesses aim to improve cash flow. There has also been an increase in the demand for Assistant Accountants across the board as companies are less able to produce their own talent due to many transactional teams now operating off shore. This has resulted in the first real jump in graduate salaries since 2011. For the first time in many years the demand for Payroll Officers decreased slightly in NSW and salaries remained stable. This could be due to the fact that Payroll teams have been steadily built over the past few years and in some cases more of this function has been outsourced to specialist Payroll providers. However, at the time of writing we are starting to see the demand increase for Payroll staff and all signs point to this increasing in 2015.

NSW should see a more consistent employment market with steady growth in 2015 with the property sector being particularly active due to increased public and private investment in infrastructure and commercial developments.

# BUSINESS SUPPORT

With an increased business confidence, a steady upturn in the economy, and a growth in candidate confidence to move roles, 2014 has seen a fairly buoyant Business Support market. This has been evident through the rise in permanent hires over the course of the year, as well as a continuing solid temporary and contract recruitment demand. We expect to see these trends continue into 2015.

The increase in permanent hires has been driven by a number of factors such as the replacement of people who are moving on, approved budgets for new headcount, and new roles created due to growth. In all these cases, we have seen replacement or newly created positions no longer looking for 'like for like' hires. Many organisations have sought to promote internal talent and to recruit replacement roles at an entry level. If hiring at a more senior level, organisations are now seeking more 'bang for their buck' by broadening the role duties with a wider skill set expected from prospective candidates.

We have seen, and expect to continue seeing, an increase in support roles being combined. For example, Reception to include Administration; junior and mid-level Office Manager roles to include Facilities, Reception and Administration; and Administration roles to include elements of Marketing, HR or Finance. Simply having strong administration skills is no longer enough. Candidates are now expected to have exceptional communication and relationship building skills, and a broader organisational ability to manage multiple priorities and work under pressure.

With culture fit still a huge factor in candidate selection, and a broader skill set being highly sought after, many employers have continued to prefer hiring on a temporary to permanent basis to ensure 100% fit with the business. One of the key employee drivers when seeking a new role is the relationship with their manager and this model allows candidates to work within the environment and team, and to start to build that relationship.

With the permanent market picking up, we recommend that employers closely monitor their contractors' performance and keep them well-informed on the steps to being made permanent, otherwise they run the risk of losing them to other roles. We have seen an increase in multiple offers and counter offers, and the best talent will remain difficult to source particularly if the recruitment process is lengthy.



## VALUE BASED RECRUITMENT

For too long the recruitment industry has suffered more than any other services based offering, not because of what it does or doesn't deliver, but because of its archaic pricing structure. At AccountAbility we have taken this long standing problem and flipped it around. Using evidence from other services industries that have evolved their pricing structure we developed Value Based Recruitment (VBR).

VBR recognises that recruitment, when purchased as a third party service offering, is often a 'nice-to-have' rather than a necessity. As with any extra expense it therefore goes without saying that you want to pay for what you need and not for what you don't. The simplicity of VBR is that we can reduce the price of our services based upon a limited offering or we can scale up the delivery capabilities, if you have the budget for the extras associated with a more comprehensive level of service. The choice, the freedom and the control rests with you.

Speak to your consultant about how VBR can work for your business.

## ABOUT AMBITION

AccountAbility is part of the Ambition Group. Ambition is a leading global boutique recruitment business. They access hard to find, high calibre professionals within Banking & Financial Services, Finance & Accounting and Technology. Ambition operate in Australia, the UK and key financial cities in Asia.

## SPECIALIST TEAMS

### Banking & Financial Services



- Finance & Accounting
- Funds Management
- Treasury
- Operations & Settlements
- Risk, Audit & Compliance
- Insurance
- Broking
- Superannuation
- Credit & Lending
- Client Services

### Finance & Accounting



- Controllership & CFO
- Treasury
- Tax
- Audit & Risk
- Group Accounting
- Financial & Management Reporting
- Strategy & Planning
- Commercial Finance
- Corporate Finance

### Technology



- Infrastructure
- Software Development
- IT Support
- Project Services
- Business Process & Data Analysis
- ERP
- Architecture & Strategy
- Testing & Quality Assurance
- Mobile Application Development
- Change & Transformation
- Digital & Web Design
- Business Analysis

## BEACON FOUNDATION

We are passionate about building better futures for our community and have subsequently partnered with Beacon Foundation, a not-for-profit organisation working with around 130 secondary schools across Australia. Beacon Foundation help inspire and motivate students to enable the successful transition to further education, training or employment.

Visit their website to find out more: [www.beaconfoundation.com.au](http://www.beaconfoundation.com.au)



# THE ACADEMY

We are passionate about talent and are committed to investing in our future.

## ABOUT THE PROGRAM

The Academy is our global program for introducing potential consultants to the world of recruitment. We are looking for talent that we can develop into the next generation of high performing sales professionals. The Academy is an in-depth 8 week program aimed at giving you the skills to be successful in recruitment and talent management. Academy participants are employed full time by us and graduate into consultant roles in the business.

## WHAT DOES IT TAKE TO BE A SUCCESSFUL RECRUITER?

- Passion, drive and determination.
- Experience dealing with people, perhaps in difficult situations but always with professionalism.
- At least one year post educational work experience in a full-time role.
- A questioning mind with a natural problem solving flair.
- An interest in building networks, reputation and social connections.

If you or someone you know is looking for an exciting journey, one that will teach you the skills to be successful not just in recruitment but in life – then please refer them our way.



Please contact:

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## ACCOUNTING SUPPORT SALARY GUIDE

State	NSW		VIC	
Size of company	SME	Multinational/ ASX listed	SME	Multinational/ ASX listed
Salary	\$'000	\$'000	\$'000	\$'000
National Credit Manager	80 - 100	100 - 140	80 - 100	100 - 140
Credit / AR Manager	75 - 90	80 - 100	70 - 80	80 - 100
Credit / AR Supervisor	65 - 75	70 - 90	65 - 75	70 - 85
Credit / AR Officer	50 - 60	55 - 65	50 - 60	55 - 65
Collections	50 - 60	50 - 60	45 - 50	45 - 55
National Accounts Payable Manager	80 - 90	90 - 120	80 - 90	90 - 120
Accounts Payable Manager	70 - 80	80 - 110	65 - 80	80 - 110
Accounts Payable Supervisor	60 - 75	75 - 85	60 - 75	75 - 85
Accounts Payable Officer	50 - 60	50 - 60	45 - 55	50 - 60
National Payroll Manager	90 - 120	120 - 180	90 - 120	100 - 150
Payroll Manager	80 - 100	90 - 120	80 - 100	85 - 110
Payroll Supervisor	65 - 75	70 - 90	65 - 75	70 - 90
Payroll Officer	50 - 65	60 - 75	55 - 65	55 - 75
Accounts Officer	45 - 55	50 - 60	40 - 55	45 - 60
PQ Assistant Accountant	55 - 65	65 - 70	55 - 65	60 - 70
Bookkeepers	60 - 70		55 - 65	

State	QLD	
National Credit Manager	75 - 95	100 - 140
Credit / AR Manager	65 - 80	75 - 90
Credit / AR Supervisor	60 - 75	65 - 80
Credit / AR Officer	45 - 55	55 - 58
Collections	45 - 50	45 - 55
National Accounts Payable Manager	70 - 80	90 - 120
Accounts Payable Manager	65 - 75	70 - 90
Accounts Payable Supervisor	60 - 70	65 - 80
Accounts Payable Officer	45 - 50	45 - 55
National Payroll Manager	80 - 100	100 - 140
Payroll Manager	75 - 85	80 - 100
Payroll Supervisor	60 - 70	65 - 80
Payroll Officer	50 - 60	55 - 65
Accounts Officer	40 - 50	45 - 55
PQ Assistant Accountant	55 - 65	60 - 70
Bookkeepers	55 - 65	

\*All salaries are exclusive of superannuation.

# BUSINESS SUPPORT SALARY GUIDE

State	NSW		VIC	
Size of company	SME	Multinational/ ASX listed	SME	Multinational/ ASX listed
Salary	\$'000	\$'000	\$'000	\$'000
Data Entry Officer	40 - 50	45 - 55	40 - 50	45 - 55
Receptionist	40 - 55	50 - 60	40 - 55	50 - 60
Administration Assistant	43 - 55	45 - 60	43 - 55	45 - 60
Office Manager	45 - 75	65 - 90	45 - 75	65 - 90
Executive Assistant (Manager level)	60 - 80	65 - 90	60 - 80	65 - 90
Executive Assistant (C-Suite)	70 - 90	80 - 120	70 - 90	80 - 120
Personal Assistant	60 - 70	60 - 80	60 - 70	60 - 80
Junior Admin	35 - 45	38 - 50	35 - 45	38 - 50
Team Assistant	45 - 60	55 - 70	45 - 60	55 - 70
Customer Service	38 - 55	40 - 65	38 - 55	40 - 65
Mailroom Clerk	35 - 40	40 - 50	35 - 40	40 - 50
Claims Administrator	40 - 50	45 - 60	40 - 50	45 - 60
Project Administrator	50 - 70	55 - 80	50 - 70	55 - 80
Legal Secretary	55 - 70	65 - 80	55 - 70	65 - 80
Sales Coordinator	45 - 55	50 - 65	45 - 55	50 - 65

State	QLD	
Data Entry Officer	37 - 49	44 - 59
Receptionist	39 - 53	49 - 59
Administration Assistant	37 - 49	44 - 59
Office Manager	53 - 78	74 - 88
Executive Assistant (Manager level)	58 - 68	69 - 83
Executive Assistant (C-Suite)	68 - 87	88 - 118
Personal Assistant	58 - 68	69 - 83
Junior Admin	35 - 40	35 - 40
Team Assistant	45 - 53	53 - 65
Customer Service	35 - 40	40 - 50
Mailroom Clerk	35 - 40	40 - 48
Claims Administrator	40 - 50	45 - 56
Project Administrator	50 - 65	55 - 70
Legal Secretary	50 - 60	55 - 75
Sales Coordinator	40 - 50	45 - 60

\*All salaries are exclusive of superannuation.



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