



Office Support  
Salary Guide  
2019



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# OFFICE SUPPORT

## In Demand for 2019



### Hot Jobs

- Team Administrator
- Corporate Receptionist – Temp and Perm
- Office Manager
- Customer Service Admin
- Personal Assistant

### Top Skills

- Administration
- Diary management
- Word, Excel and PowerPoint
- Strong communication skills
- Strong all-rounders – employees that can offer exposure to accounts/reception/good people skills (outside of Dublin)



**"The average submission to placement time in office support is 5 days which is set to continue for areas with the highest demand. One round interviews are becoming more common as the market heats up."**

## Top Tips For 2019



Putting real thought and time in to your CV layout and content is crucial. Competition for top roles is high so spending time tailoring your CV for each application you are making is time well spent. The best CVs show demonstrated relevant examples of your skill set/experience in clear bullet points. Ensure technical skills are broken down to show your abilities. Also, be careful of using generic words, show your technical skillset off.

If you are in between jobs, keep your skills up to date by filling in any unemployment periods with temping or volunteering. Unexplained gaps on your CV can raise a few red flags.

Show up! We have noticed a trend of interviews not being rescheduled when cancelled by the candidate. This is not always the case but it's certainly a tip to bear in mind when you are actively looking for a new role.

## Thoughts on the Market



2018 saw the office support market grow rapidly. As new companies began to prosper, and established organisations continued to expand, so too did the requirements to support those within – whether it was basic admin staff or senior administrative assistants. 2018 also saw an increase in industry specific positions with 40% of companies seeking candidates that come from their respective field. Due to rapid expansion of the market, companies are scrambling for candidates that can hit the ground running with an understanding of technical lingo.

Positions predicted to be most in demand for 2019 are team administrative support or team administration coordinator position roles. These roles see candidates

supporting a manager/director, but also their entire team with core PA and admin tasks. These roles are also becoming more tech savvy with the growth of new technologies such as diary, flight and hotel booking apps. Candidates experienced with up to date apps will be highly sought after and can demand salaries upwards of €45k.

The temporary market saw an uplift of 15% in 2018 a trend which we are predicting will continue in 2019. Short term temp administrators along with longer term temp receptionists are the two areas with the most demand.

## Salaries in 2019



We have seen salary increases on the junior end of office support roles. While some companies can choose to pay below market rate, they are beginning to realise that they will not attract suitable talent in this candidate-driven market.

Throughout 2018, we have seen an increase in the prevalence of counter offers for candidates and at times companies being drawn into bidding wars. As the market continues to tighten up, we unfortunately expect this trend to continue in 2019.

In response to this, companies need to bear in mind candidates expectations of the job and ensure they are selling the benefits of their organisation during the

interview. Simple things such as introducing a potential candidate to the team to add a personal touch can really make the difference between a candidate accepting a role or going with another competitor.

An interesting development to note is the upwards trend of benefit packages, opposed to candidates simply seeking higher salaries. Work life balance appears to be top of the list as candidates have listed flexi-time working options and increased annual leave as their most sought-after benefits.



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	DUBLIN			REST OF IRELAND		
	1-2 Years Exp	3-5 Years Exp	5 Years+ Exp	1-2 Years Exp	3-5 Years Exp	5 Years+ Exp
<b>Receptionist</b>	25-30k	32-36k	38k	22-26k	27-30k	30k +
<b>Secretary</b>	30-33k	35-40k	45k	22-25k	26-32k	32-35k
<b>Executive Assistant</b>	35-40k	45-55k	60k +	24-27k	27-30k	30-45k
<b>Personal Assistant</b>	33-38k	40-50k	55k +	23-25k	26-30k	30k +
<b>Administrator</b>	25-28k	30-35k	38k +	22-26k	27-30k	30-37k
<b>Client Service Administrator</b>	25-28k	30-35k	38k +	23-25k	26-28k	30-32k
<b>Database Administrator</b>	25-28k	30-35k	38k +	23-25k	26-28k	30-32k
<b>Project Administrators</b>	32-35k	38-40k	40k +	23-25k	26-28k	30-35k
<b>Sales Support Administrator</b>	25-28k	30-35k	38k +	21-24k	24-27k	28k +
<b>Contracts Administrator</b>	25-28k	30-35k	38k +	22-25k	26-28k	28-35k
<b>Facilities Administrator</b>	25-28k	30-35k	38k +	22-25k	26-28k	28-35k
<b>Customer Service Representative</b>	25-28k	30-33k	35k +	21-22k	23-25k	26-30k
<b>Customer Service Team Lead</b>	35-40k	45-50k	55k +	25-27k	28-32k	32k +
<b>Customer Service Manager</b>	45-50k	55-60k	65k +	30-32k	32-35k	35k +
<b>Office Manager</b>	40-45k	50-55k	60k +	25-27k	27-35k	35k +
<b>Operations Manager</b>	55-60k	65-70k	80k +	55-60k	65-70k	80k +
<b>Data Entry</b>	25-28k	-	-	22-24k	25-27k	28k +
<b>Graduate</b>	25-28k	-	-	21-28k	-	-
<b>Filing / Clerical Officers</b>	24-26k	-	-	22-24k	26-28k	30k +

All salaries taken as annual in euros, based on working in Ireland. Bonus/car allowance not included. Figures are based on current market rates. Salaries are subject to variances based on the individual, the company size and other external factors. Parameters indicate the highest and lowest salary level for each position.

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