



Industry Profiles 2018

Business, Buildings
and Other Support
Services Industry

OVERVIEW

The Business, Building and Other Support Services industry¹ includes two industry groups, Management and Administration. Management includes two types of companies: those that manage other companies and those that own all or part of other companies. Administrative and Other Support includes companies which provide office, business and facilities administration, such as:

- record keeping and document preparation services, collection services, and employment services;
- custodial services, pest control services, landscaping services, carpet and upholstery cleaning services, packaging and labelling services, waste collection, treatment, disposal and remediation services;
- investigation and security services, and convention and trade show services; and
- call centres, travel agencies and tour operators.

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¹ North American Industry Classification System (NAICS) 2007 major groups 55 and 56

SECTION A

BUSINESS ENVIRONMENT

1. 2017 Employment and Unemployment Numbers and Rates

Table 1

	Alberta	Business, Building and Other Support Services Industry
Employment	2,286,900	80,900
Employment Share	N/A	3.5%
Unemployment	194,700	9,100
Unemployment rate	7.8%	10.1%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0008, 2017

Note: Note: N/A denotes not-applicable. Employment share is obtained by dividing the number of employment in this industry by total employment in Alberta.

For more information on employment numbers or for a historical comparison, please go to the [Labour Force Statistics](#)² website or [Statistics Canada](#)³.

2. Industry's Growth

- The Business, Building and Other Support Services industry accounted for 3.5% of total employment in Alberta in 2017.
- Employment in this industry is expected to grow at an average rate of 1.7% from 2017 to 2021⁴.
- The industry is expected to account for 3.6% of total employment in Alberta in 2018⁵.

For more information, see the Alberta Learning Information Service (ALIS)⁶ website for descriptions of industries.

² See <http://work.alberta.ca/labour/labour-force-statistics-and-annual-reviews.html>

³ See <http://www.statcan.gc.ca>

⁴ Alberta Modified Canadian Occupational Projection System (COPS) Outlook 2017 – 2021, Industry Employment Outlook

⁵ Considered Management, Administrative, and Other Support

⁶ See <http://www.alis.alberta.ca>

3. Facts, Trends and Outlook

According to Statistics Canada's National Economic Accounts, the Business, Building and Other Support Services industry accounted for 2.2%⁷ of Alberta's Gross Domestic Product in 2016, up from 2.1% in 2006. Its contribution to Alberta's total employment was 3.5% in 2017, down from 3.7% in 2007.

Total employment (the total number of employees and self-employed people, 15 years and over) in 2017 was 1.8% higher than its level in 2016. Over the last 10 years, employment increased by 6,300 from 2007, a 7.8% increase. There were 80,900 employed in the industry in 2017, of whom 75.3% were full time and 24.8% were part time.

Table 2

Characteristic	Alberta	Business, Building and Other Support Services
Median Retirement Age (years)	65.4	66.7
Average Number of Hours Worked per Week	36.7	34.0
Multiple Jobholders (% of total employment)	6.1%	4.2%
Average Job Tenure (months)	91.4	70.0
Employees Under Union Coverage (%)	25.0%	13.1%
Employees Working Overtime per Week (%)	17.8%	12.0%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Tables 282-0022, 282-0031, 282-0042, 282-0078 and 282-0084, 2017, and custom tabulation (median retirement age)

Note: N/A denotes data not available due to the confidentiality requirements of the Statistics Act

Note: The percentage of multiple jobholders is obtained by dividing the number of multiple jobholders by total employment. This calculation method also applies to the percentage of employees under union coverage and the percentage of employees working overtime per week.

⁷ This includes Management of companies and enterprises and Administrative and support, waste management and remediation services.

4. Size of Businesses in Alberta and the Industry

Table 3

Establishment Size	Businesses in Alberta		Businesses in Business, Building and Other Support Services	
	Number of Employees	%*	Number of Employees	%*
Less than 20 employees	675,100	35.4%	27,100	46.7%
20 to 99 employees	669,900	35.2%	19,700	34.0%
100 to 500 employees	342,000	18.0%	8,800	15.2%
More than 500 employees	217,600	11.4%	2,400	4.1%

Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0076, 2017

* Percentages may not add up to 100 due to rounding

Note: Statistics Canada's survey methodology for determining establishment size differs from the one it uses in the Labour Force Survey to determine total employment. As a result, the total number of employees by establishment size will not be the same as total employment in the industry, except by coincidence.

SECTION B

HUMAN RESOURCES PROFILE

1. Occupational Information

Some examples of occupations in the Business, Building and Other Support Services industry include:

- call centre agent;
- human resources professional;
- locksmith;
- travel consultant; and
- refuse collector.

For a complete listing of all occupations related to this industry, as well as detailed information on education and skill requirements, visit the Alberta Occupational Profiles⁸ website.

2. Demographics: Gender and Age

According to the Labour Force Survey, the gender breakdown in the Business, Building and Other Support Services industry in 2017 was as follows:

- women employed: 37,500 people, or 46.4%
- men employed: 43,400 people, or 53.6%

Overall in Alberta, women accounted for 45.5% and men made up 54.6% of total employment (for all industries).

Table 4

Age Characteristics	Employment in Alberta		Employment in Business, Building and Other Support Services	
	Number	%*	Number	%*
15-24 years	293,800	12.8%	10,500	13.0%
25-54 years	1,554,900	68.0%	54,000	66.7%
55 years and over	438,200	19.2%	16,500	20.4%

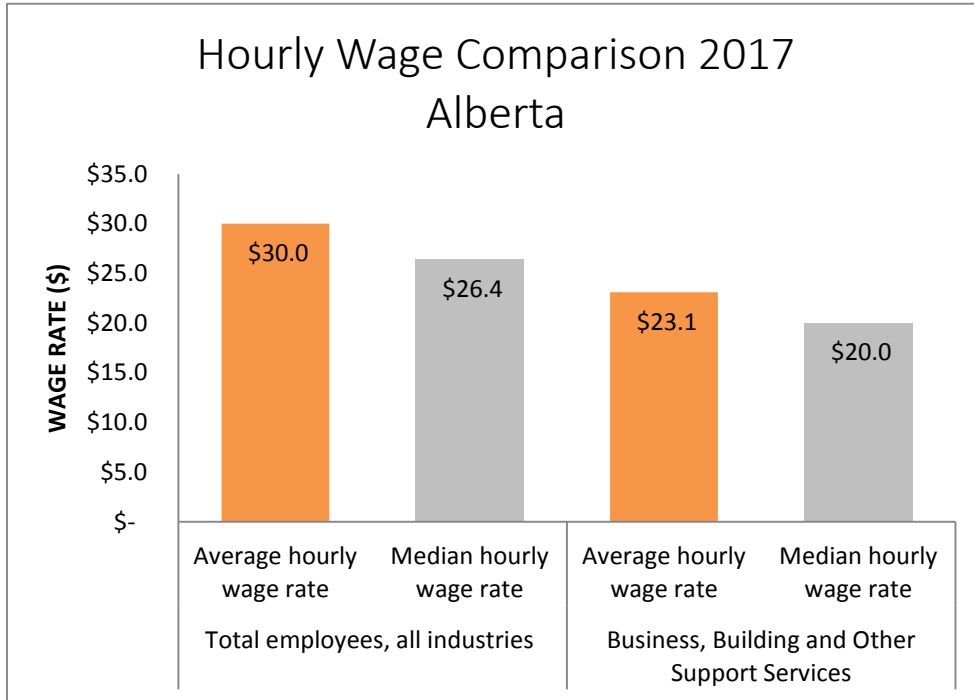
Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0008, 2017

*Percentages may not add up 100 due to rounding.

⁸ See <http://occinfo.alis.alberta.ca/occinfopreview>

3. Wages and Salaries

Chart 1



Data Source: Statistics Canada, Labour Force Survey, CANSIM Table 282-0072, 2017

Note: The average hourly wage is obtained by dividing the sum of the wages of all the employees by the total number of employees. The median hourly wage is that wage below which half the employees earn and above which half the employees earn.

Wage and Salary Information for Selected Occupations

Table 5

Occupation	Median Hourly Wage			Average Annual Salary
	Starting	Overall	Top	
Customer service, information and related clerk	\$14.81	\$19.08	\$26.25	\$36,884
Financial auditor and accountant	\$28.12	\$35.13	\$47.30	\$75,330
Conference and Event Planner	N/A	\$29.33	\$31.15	\$55,969

Data Source: 2017 Alberta Wage and Salary Survey

For more information on the *2017 Alberta Wage and Salary Survey*, refer to the WAGEinfo⁹ website. For job descriptions, duties, skills and educational requirements of specific occupations in the Business, Building and Other Support Services industry, visit the ALIS¹⁰ website.

⁹ See <http://www.alis.alberta.ca/wageinfo>

¹⁰ See <http://www.alis.alberta.ca>

SECTION C

ADDITIONAL INFORMATION

Links to Industry Associations

- Canadian Security Association
(<http://www.canasa.org>)
- Association of Canadian Travel Agencies
(<http://www.acta.ca>)

Call us or visit our website for more information or to find the following publications:

- 2017 Annual Alberta Labour Market Review
- Monthly Alberta Labour Force Statistics Highlights and Packages
- Alberta's Occupational Demand and Supply Outlook
- Alberta Labour Force Profiles
- Alberta Industry Profiles

www.work.alberta.ca/labour.html (see Labour Market Information)

In Edmonton: 780.422.4266

Long distance: 1.800.661.3753

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