

# 2023 Hiring and Compensation Trends

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# Welcome

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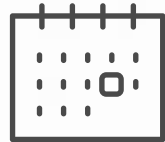
# OUR TALENT SOLUTIONS

## CONTRACT TALENT

- Short- and Long-term Assignments
- Experienced Project-Based Professionals
- Full-Time Engagement Professionals



**Finance and Accounting**



**Administrative and Customer Support**



**Marketing and Creative**



**Technology**



**Legal**

## PERMANENT PLACEMENT

- Specialized Recruiters
- Direct Hire/Online Platform
- Executive Search

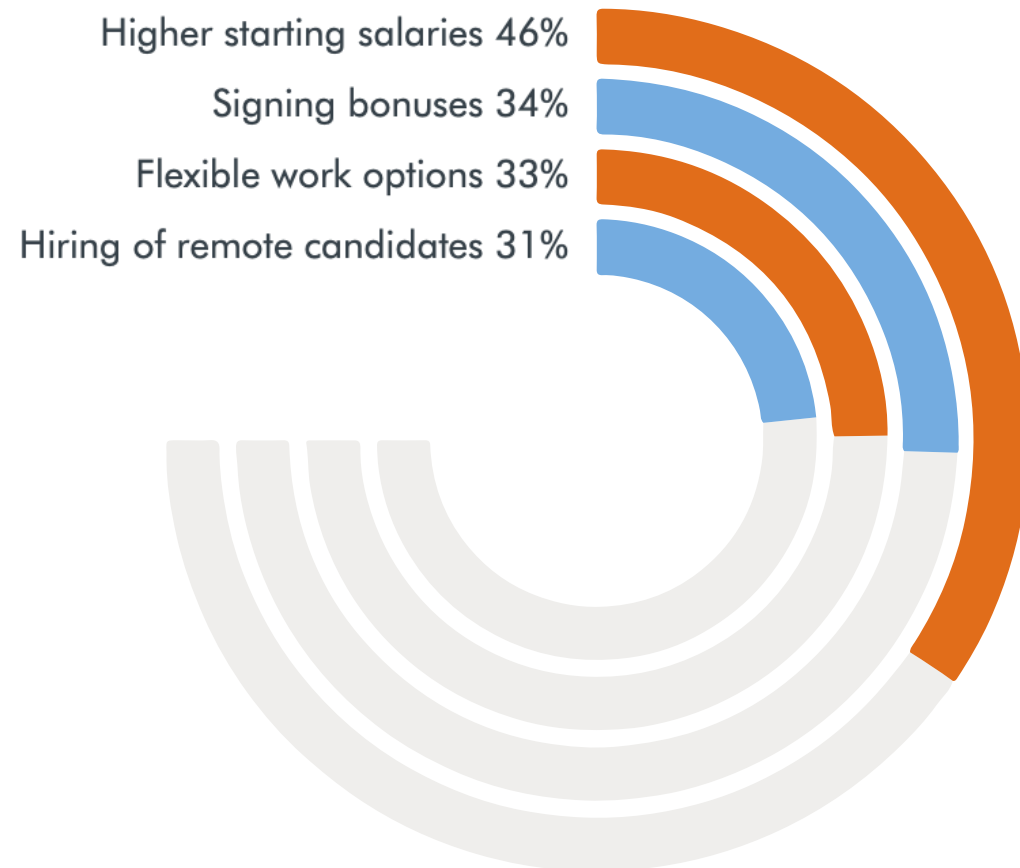
## MANAGED SOLUTIONS

- Custom-Built Teams
- Managed Talent Services
- Consulting Solutions From Protiviti

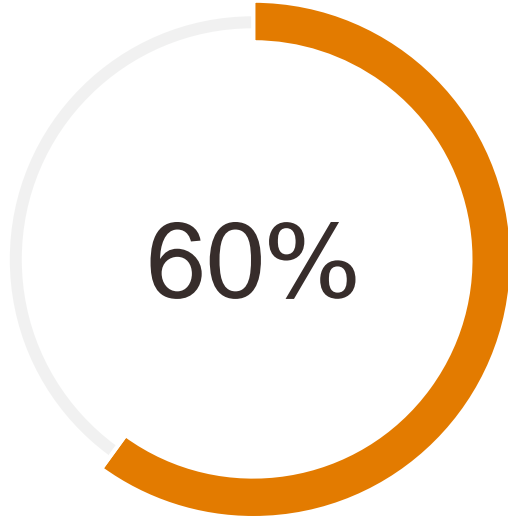
# National Trends

## TREND 1: HIRING IS JOB NO. 1

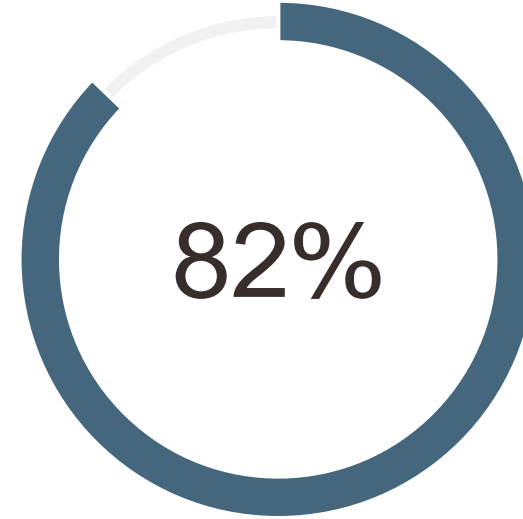
### How employers are attracting skilled candidates



## TREND 2: RISING SALARIES PUT PRESSURE ON EMPLOYERS



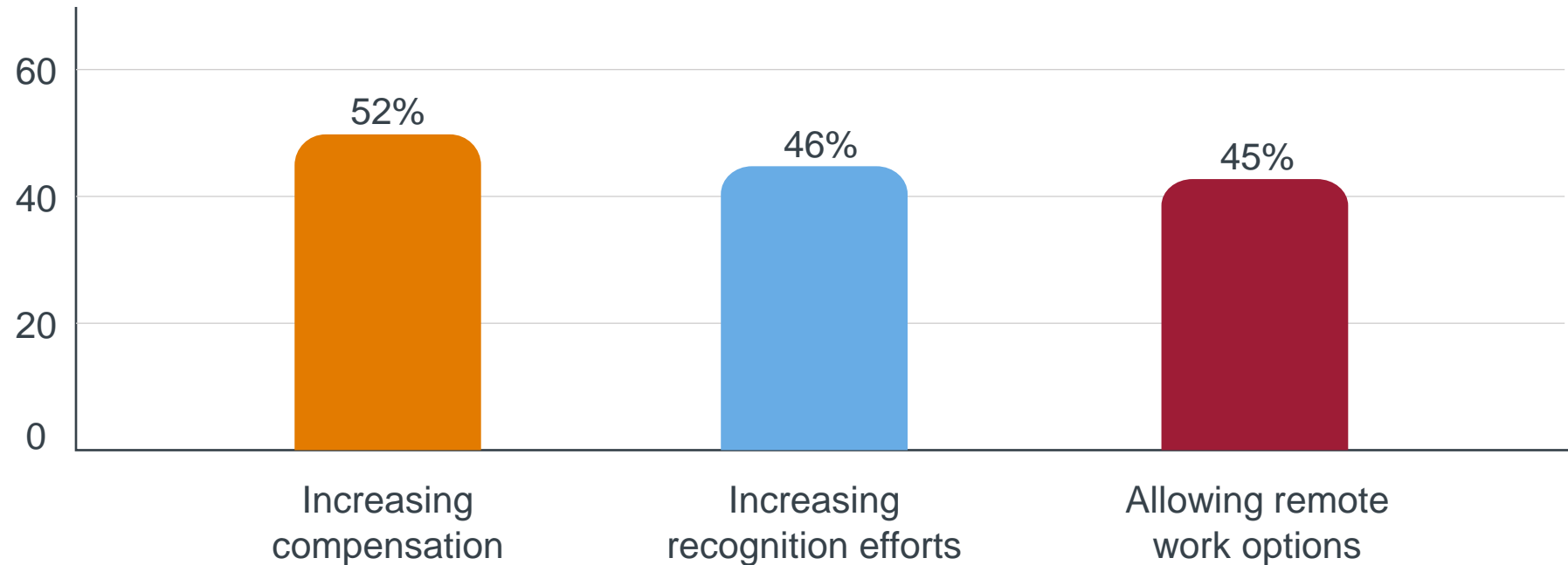
of workers have raised concerns about pay compression.



of senior managers have given raises to those who expressed salary concerns.

### TREND 3: RETENTION RETAINS ITS IMPORTANCE

## How companies are keeping top performers

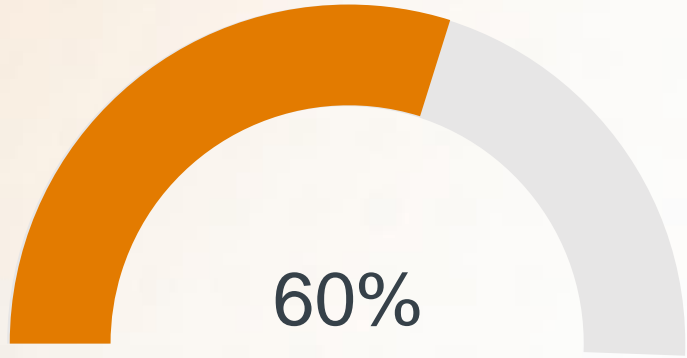


## TREND 4: WORKERS DEMAND FLEXIBILITY

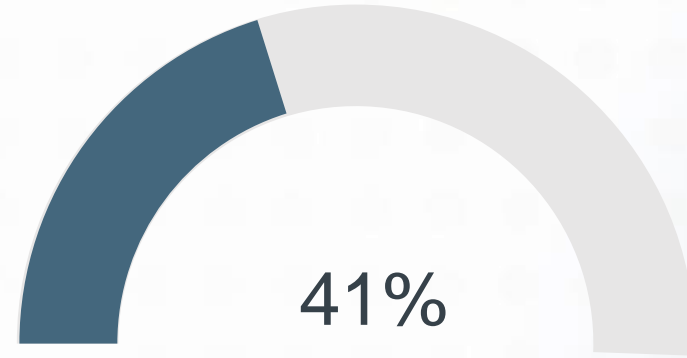




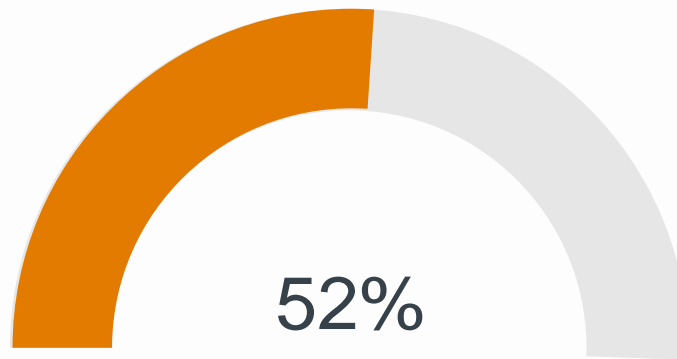
## TREND 4: WORKERS DEMAND FLEXIBILITY



of employees work on a fully remote or hybrid basis.

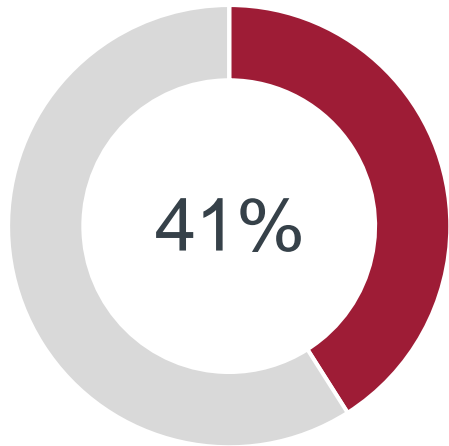


of managers have seen workers quit rather than return to the office full time.

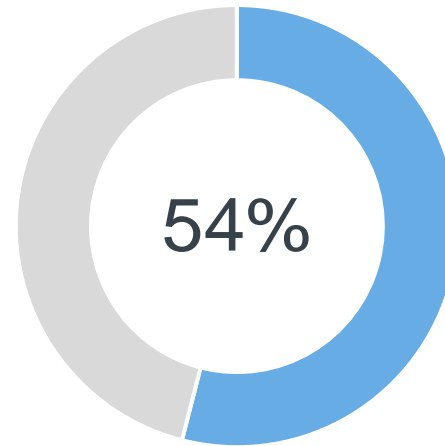


of employees want more flexibility.

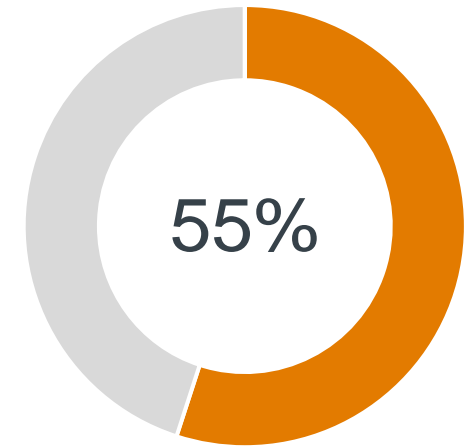
## TREND 4: WORKERS DEMAND FLEXIBILITY



of employees plan to find a new job.

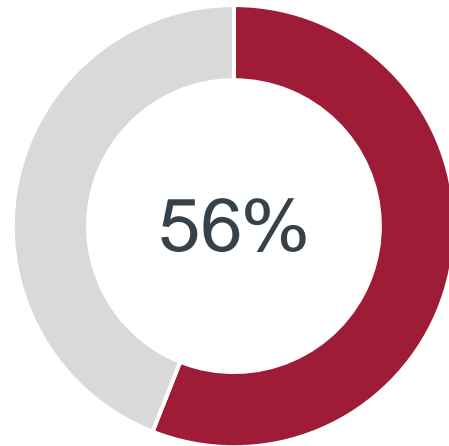


prefer a fully remote position.

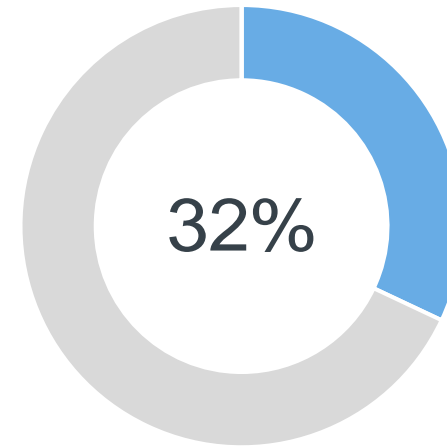


are open to hybrid schedules.

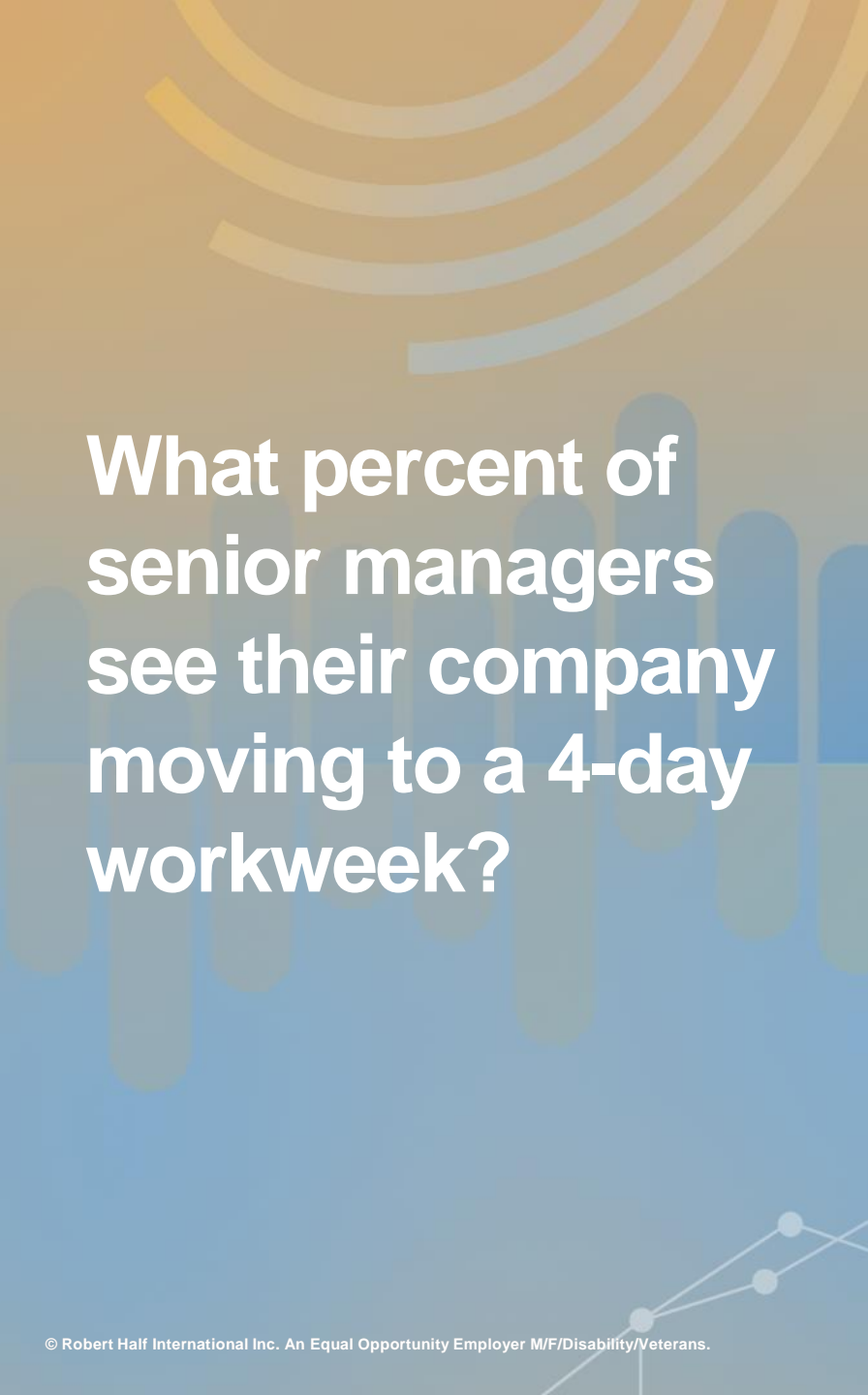
## TREND 4: WORKERS DEMAND FLEXIBILITY



Increased morale



Greater productivity



**What percent of senior managers see their company moving to a 4-day workweek?**

A. 9%

B. 14%

C. 37%

D. 45%

E. 64%

What percent of senior managers see their company moving to a 4-day workweek?

A. 9%

B. 14%

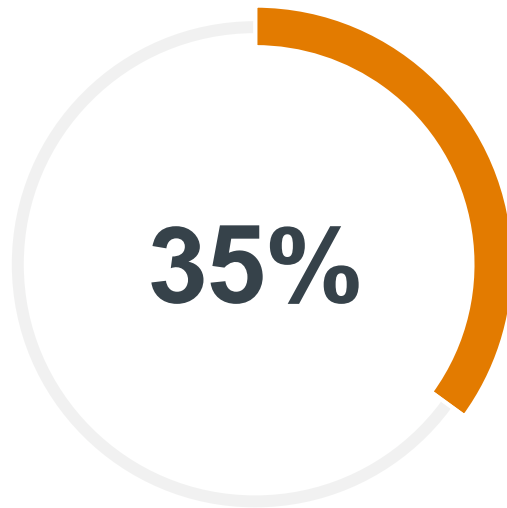
C. 37%

D. 45%

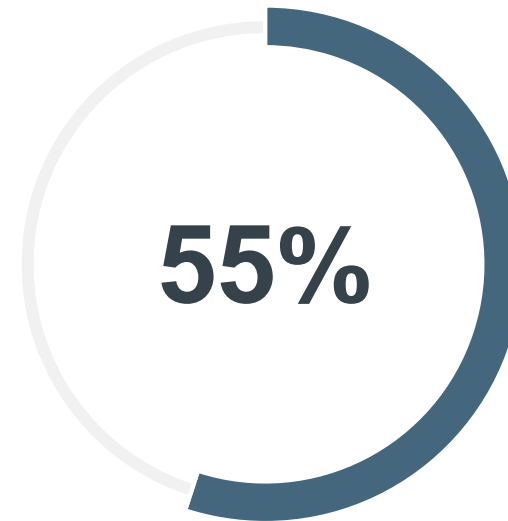
E. 64%

## TREND 5: COMPANIES EMBRACE FLEXIBILITY

### Bringing in more contract talent



For 2022



For 2023

## TREND 5: COMPANIES EMBRACE FLEXIBILITY



Access to talent with  
specialized expertise



Staff skill  
gaps

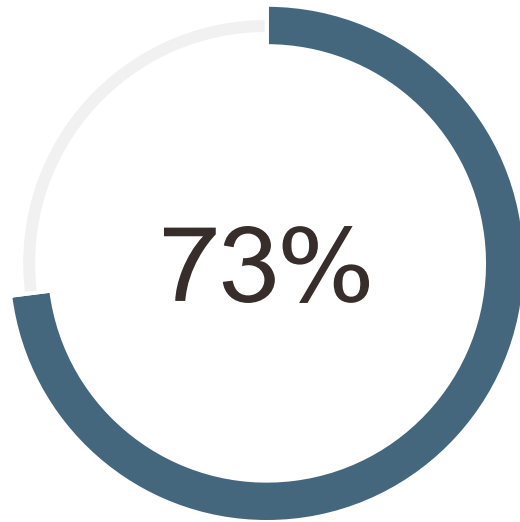


Relieve heavy  
workloads

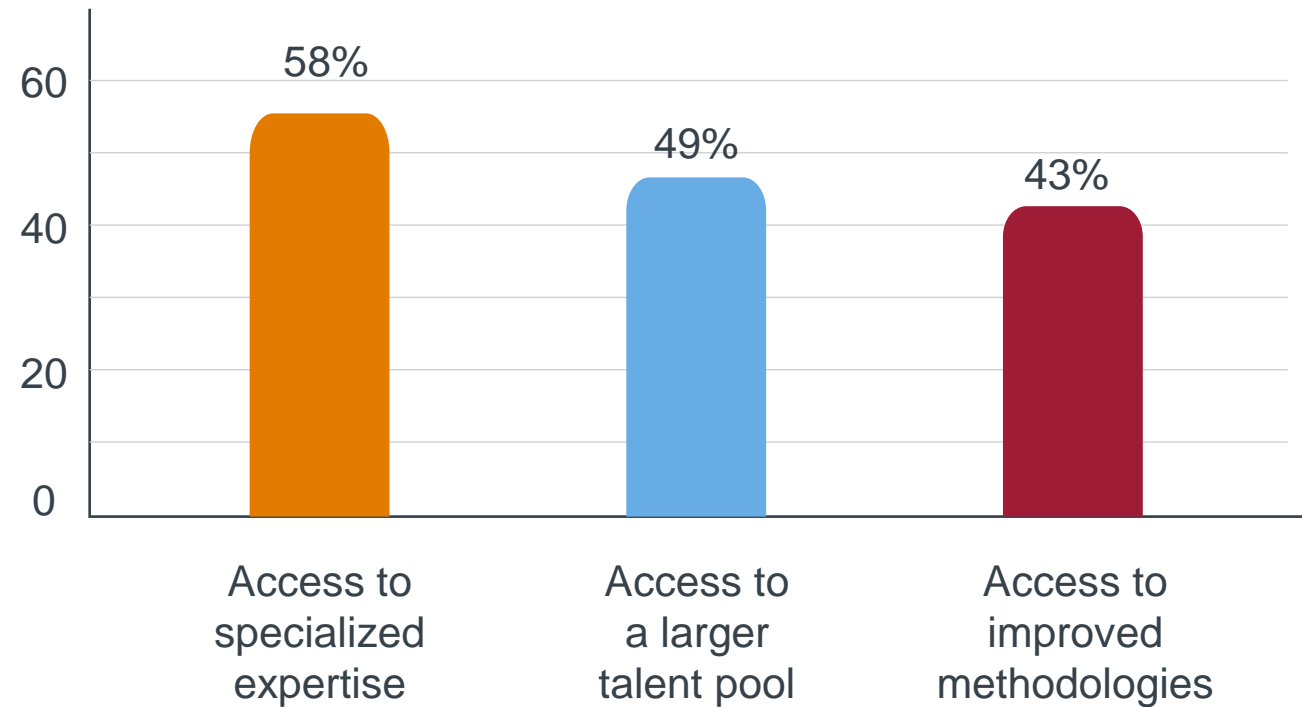


Alternate recruitment  
method

## TREND 6: MANAGED SERVICES KEEP BUSINESS MOVING



of companies use managed services.





# Trends in Benefits and Perks

## BENEFITS: SUPPLY VS DEMAND

**Benefits that employers offer most often**

Health insurance

Paid time off

Life insurance and AD&D

Retirement savings plan

Dental insurance

Health insurance

Paid time off

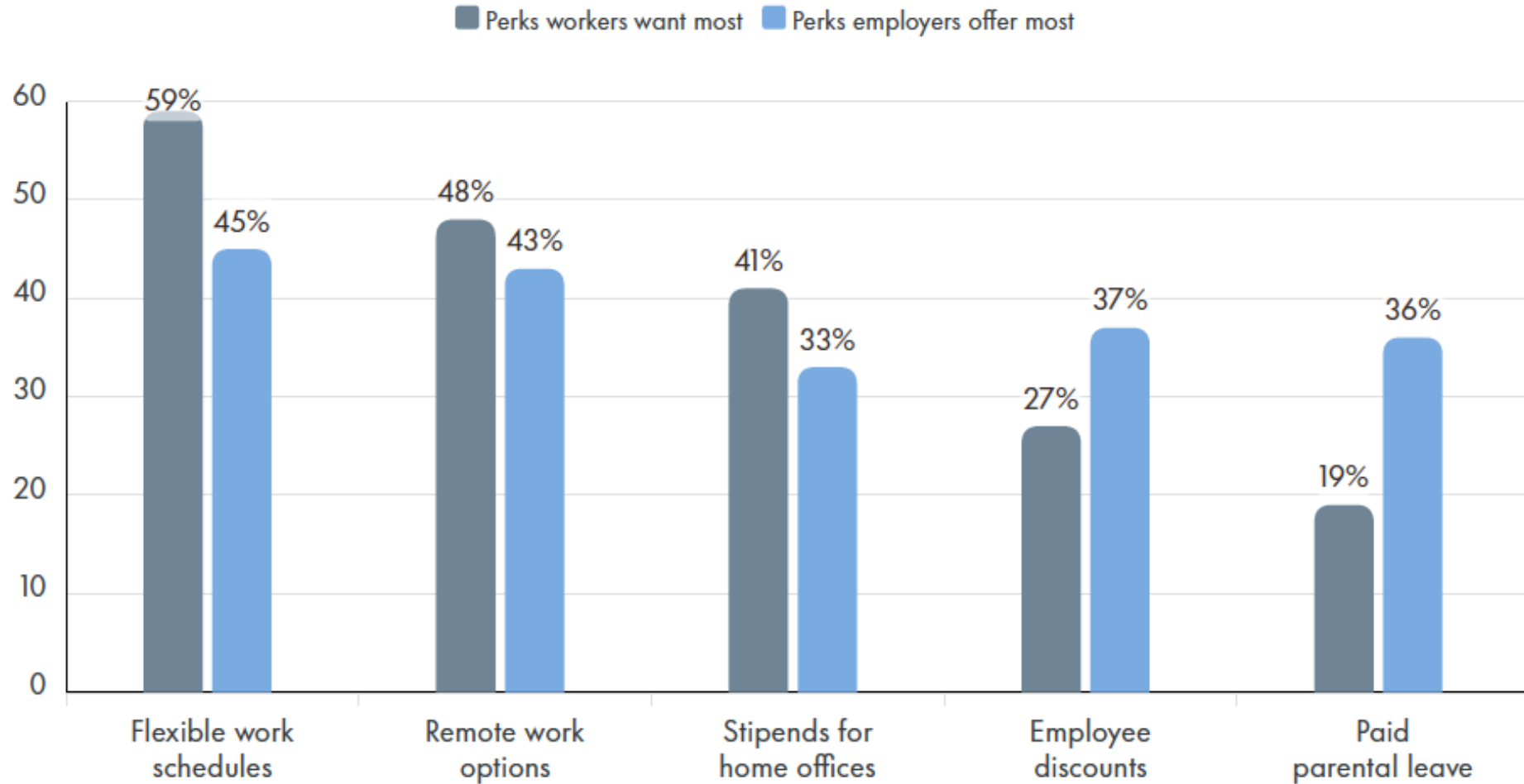
Retirement savings plan

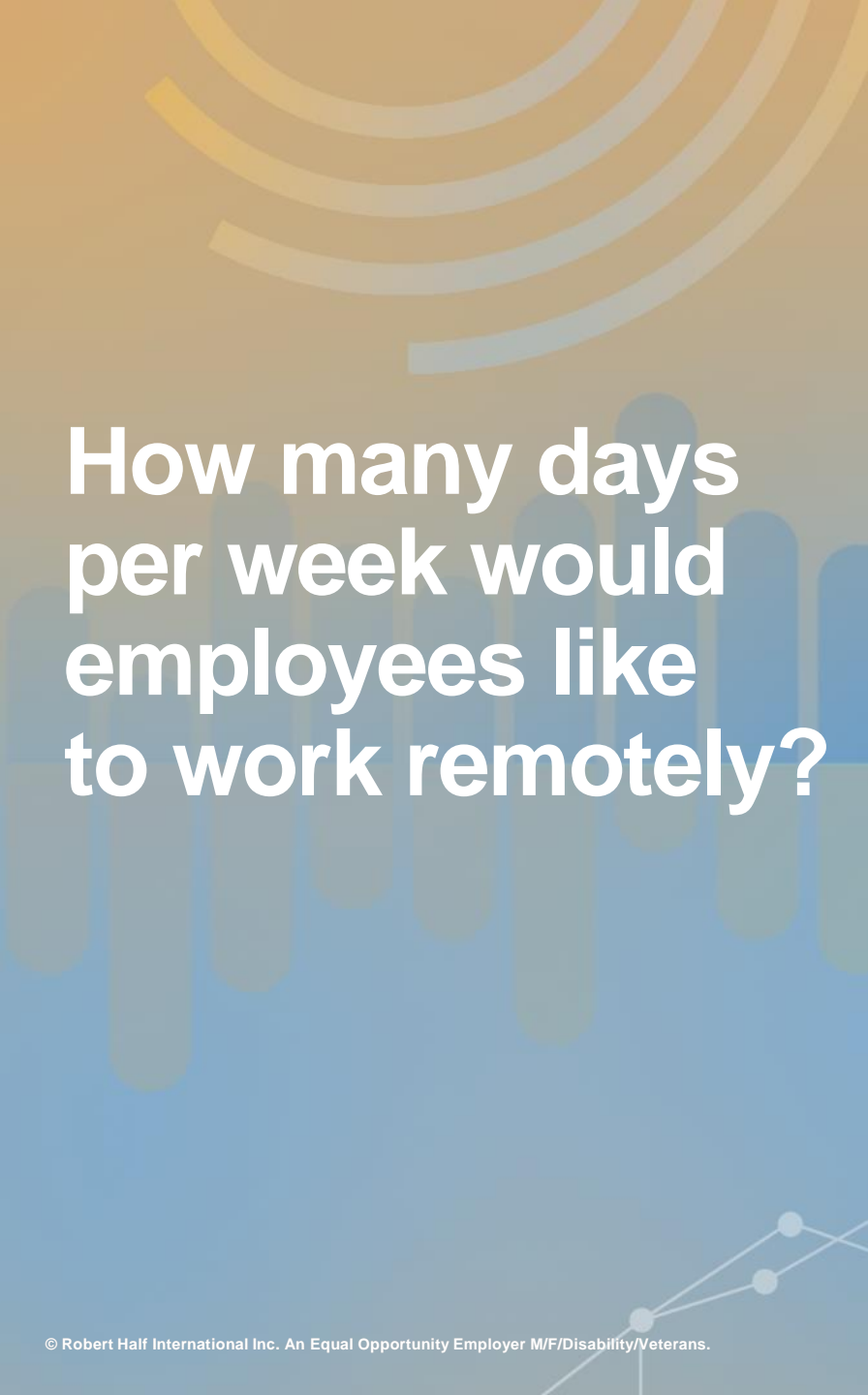
Dental insurance

Leave of absence

**Workers rank the benefits they want most**

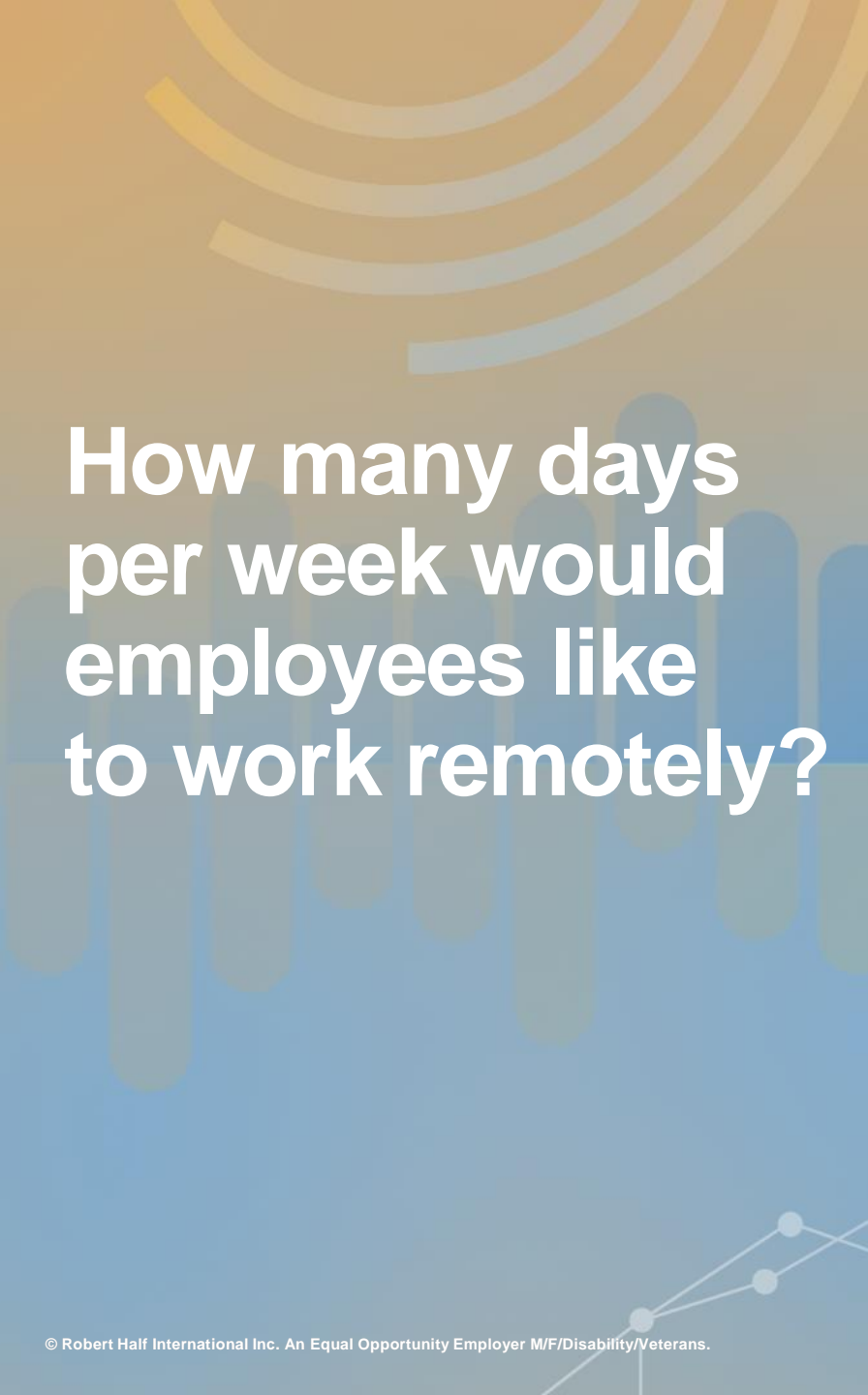
# Which perks are popular right now?





**How many days  
per week would  
employees like  
to work remotely?**

- A. Zero
- B. One
- C. Two
- D. Three
- E. Four
- E. Five



How many days  
per week would  
employees like  
to work remotely?

A. Zero

B. One

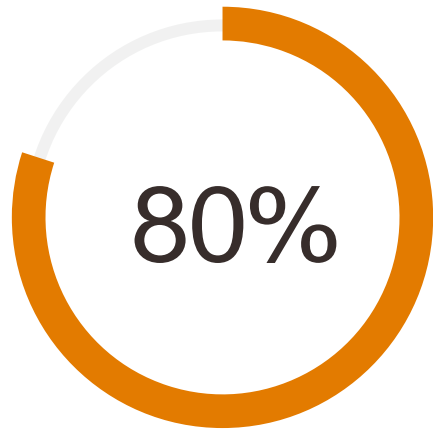
C. Two

**D. Three**

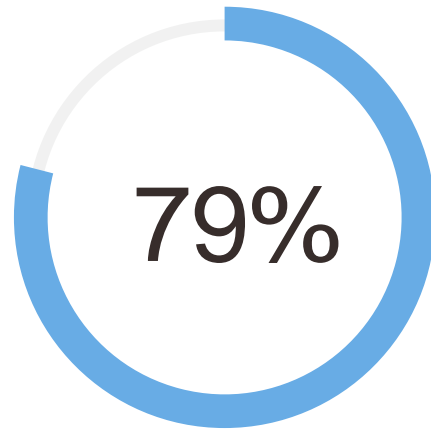
E. Four

E. Five

## WHAT WORKERS WANT MORE OF



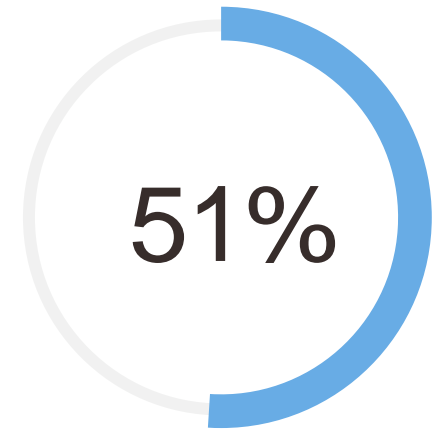
Flexibility in where  
and when they work



Work-life balance



Professional  
development



Company that  
supports  
employee well-being

## BROADENING PERKS

Remote work opportunities

Mental health resources

Wellness programs

Flextime

Stipend for home office



**83% of HR managers  
said their company  
has added new perks  
in response to the  
hiring market**

# Diversity, equity and inclusion

Creating pathways for diverse representation

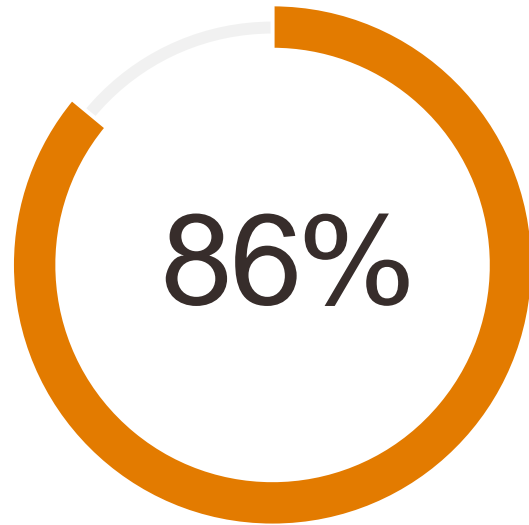
Promoting inclusive work environments

Providing equitable access to opportunities  
and advancements

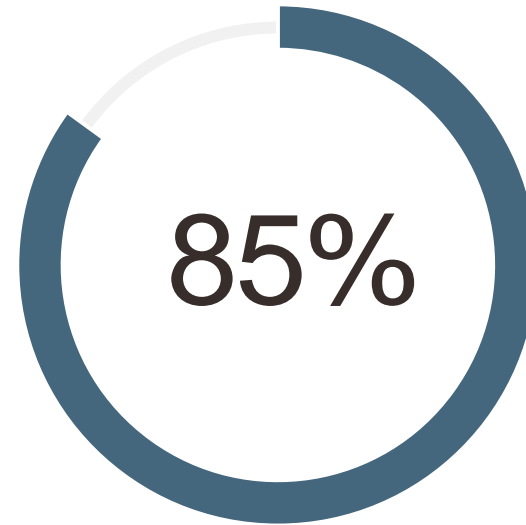




## WHAT WORKERS SAY ABOUT DEI



Company takes actionable steps to address DEI.



Company leaders should ensure DEI initiatives are supported.

## INTEGRATING DEI INTO THE COMPANY



- Posting open roles on DEI-related job sites
- Working with organizations dedicated to increasing access and opportunities for historically underrepresented groups
- Promoting employee network groups

**APEX**  
ASIAN PROFESSIONALS FOR EXCELLENCE

 Robert Half®

**BEN**  
BLACK EMPLOYEE NETWORK

 Robert Half®

**SOMOS  
FAMILIA**  
HISPANIC/LATINX EMPLOYEE NETWORK GROUP

 Robert Half®

**BELONG**  
LGBTQIA+ EMPLOYEE NETWORK

 Robert Half®

**GWEN**  
GLOBAL WOMEN'S EMPLOYEE NETWORK

 Robert Half®



## STRATEGIES FOR SUCCESS



**Leadership** — Get support from company executives.



**Accountability** — Set benchmarks and collect DEI-related data.



**Transparency** — Publicize DEI initiatives, goals and data companywide.



**Outreach** — Volunteer time and get involved.

# Trends in Finance and Accounting

## 2023 SALARY TABLES

	<b>25th</b>	<b>50th</b>	<b>75th</b>
<b>CANDIDATE:</b>	New to the role, with little or no experience; requires more than casual instruction or supervision to perform day-to-day duties	Has the experience to consistently perform core responsibilities without direct supervision; very comfortable with processes and subject matter	Value to the company goes far beyond the ability to perform normal job duties; has rare qualifications that enable consistent contribution in unique ways; ready for next career level when available
<b>TITLE:</b>			
<i>Staff accountant, general accounting</i>	<b>\$52,500</b>	<b>\$61,500</b>	<b>\$79,000</b>
<i>Senior internal auditor, corporate accounting</i>	<b>\$81,250</b>	<b>\$97,500</b>	<b>\$114,750</b>

01

# Companies are expanding and hiring

**51%**

of senior managers plan to add new staff.

**50%**

say their biggest need is financial planning and analysis.

**54%**

are reporting increased quits.



02

# Growth may hinge on offering flexible work

**27%**

of job seekers will consider fully in-office roles.

**54%**

of companies require workers to be in the office full time.

03

# Trends in public accounting

## **Short-staffed**

Especially auditors and public accountants

## **Early incentives**

To recruit promising students

## **Sign-on bonuses**

To attract experienced candidates

04

# Trends in financial services

## Top specialties

Risk analysis, compliance,  
auditing

## Wanted experience

Ideal: 3-7 years

## Entry-level hiring

On the rise

## HOT JOBS IN FINANCE AND ACCOUNTING



BIOTECH



CONSTRUCTION/  
MANUFACTURING



FINTECH



INSURANCE



NONPROFIT



PROFESSIONAL  
SERVICES



REAL  
ESTATE



RETAIL/  
E-COMMERCE



TECHNOLOGY

- AP/AR clerk
- Auditor
- Bookkeeper
- Compliance analyst
- Controller
- Financial analyst
- Payroll manager
- Senior accountant
- Staff accountant
- Tax accountant

## IN-DEMAND SKILLS AND ACCREDITATIONS

- CPA
- Certified Management Accountant (CMA)
- Certified Payroll Professional (CPP)
- Data analysis and visualization (Power BI)
- ERP software (SAP, Oracle)
- Excel (advanced)
- MBA
- Microsoft Dynamics
- NetSuite
- QuickBooks
- SQL



# Trends in Administrative and Customer Support & Human Resources

## 2023 SALARY TABLES

	25th	50th	75th
<b>CANDIDATE:</b>	New to the role, with little or no experience; requires more than casual instruction or supervision to perform day-to-day duties	Has the experience to consistently perform core responsibilities without direct supervision; very comfortable with processes and subject matter	Value to the company goes far beyond the ability to perform normal job duties; has rare qualifications that enable consistent contribution in unique ways; ready for next career level when available
<b>TITLE:</b>			
<i>Customer Service Specialist</i>	<b>\$34,750</b>	<b>\$37,750</b>	<b>\$40,000</b>
<i>Executive Assistant</i>	<b>\$52,750</b>	<b>\$62,000</b>	<b>\$75,500</b>

01

# Demand for talent picks up (even more)

**56%**

of senior managers plan to expand their teams in the next year.

**50%**

said quits have increased at their company.



02

# Administrative staff want more appreciation

**73%**

said employee appreciation is the most important element of company culture.

03

# Contract-to-permanent hires can ease recruiting woes

**57%**

of managers have increased conversion of contract talent to permanent employees.

04

# Professionals are firm on flexibility

**66%**

of support staff work mostly or entirely in the office.

**66%**

want remote work options in their next role.

## HOT JOBS IN ADMINISTRATIVE AND CUSTOMER SUPPORT

- Administrative assistant
- Customer service specialist
- Executive assistant
- Front desk coordinator
- Office manager
- Receptionist
- Senior administrative assistant
- Senior executive assistant

## IN-DEMAND CERTIFICATIONS AND SKILLS

- Certified customer service professional and life-certified CCSP
- Direct contact service professional and life-certified DCSP
- Event management
- HDI customer service representative
- Microsoft Office and Google Workplace
- Program management
- Social media



- Business acumen
- Collaboration
- Emotional intelligence
- Etiquette
- Flexibility
- Leadership
- Multitasking
- Problem solving
- Resourcefulness
- Strategic thinking

# Trends in Human Resources

## 2023 SALARY TABLES

	25th	50th	75th
<b>CANDIDATE:</b>	New to the role, with little or no experience; requires more than casual instruction or supervision to perform day-to-day duties	Has the experience to consistently perform core responsibilities without direct supervision; very comfortable with processes and subject matter	Value to the company goes far beyond the ability to perform normal job duties; has rare qualifications that enable consistent contribution in unique ways; ready for next career level when available
<b>TITLE:</b>			
<i>Compensation and benefits specialist</i>	<b>\$58,750</b>	<b>\$66,250</b>	<b>\$86,000</b>
<i>HR generalist</i>	<b>\$61,500</b>	<b>\$69,750</b>	<b>\$83,750</b>

02

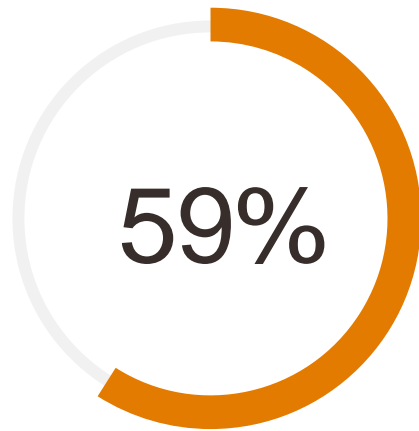
# Retention remains an issue outside and inside the HR department

**46%**

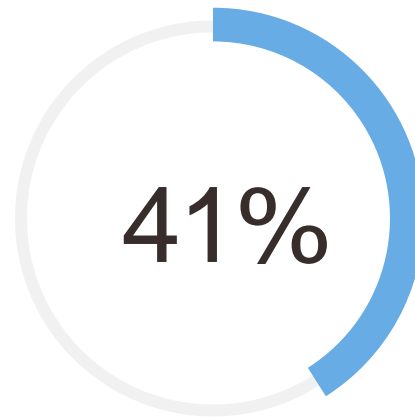
of HR employees started looking for a new job



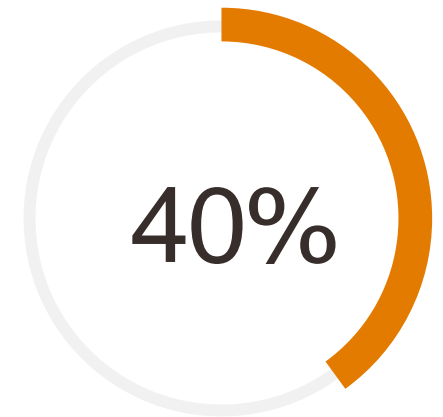
## WHY HR WORKERS SEEK A NEW JOB



Higher  
salary



Reduce  
burnout



Career  
advancement

03

Pay compression =  
HR workload inflation

**Needed by HR:**

Compensation and benefits  
specialists

04

# HR plays an important role in strengthening DEI

## DEI initiatives:

- Diversifying hiring panels
- Creating DEI steering committees
- Setting up DEI hotlines
- Reduce bias in hiring algorithms

# Hottest jobs in human resources

- Compensation and total rewards analyst
- HR director
- HR manager
- Recruiter

## IN-DEMAND CERTIFICATIONS AND SKILLS

- Human resources information program (HRIP)
- Professional in human resources (PHR)
- SHRM certified professional (SHRM-CP)
- SHRM senior certified professional (SHRM-SCP)
- Strategic HR leadership (SHRL)
- Talent management practitioner (TMP)
- Active listening
- Change management
- Data literacy
- Empathy
- Mindfulness
- People management
- Recruitment
- Remote management



## KEY TAKEAWAYS

- Employers may need to **boost salaries and benefits** to hire and retain top talent.
- Job seekers want **flexibility**, especially hybrid/remote work arrangements.
- **Interim staff and managed services** help businesses grow and save money.
- **DEI efforts** can make a big difference in hiring, retention and job satisfaction.

## ADDITIONAL RESOURCES

- [roberthalf.com/salary-guide](https://roberthalf.com/salary-guide)
- [roberthalf.com/salary-guide/calculator](https://roberthalf.com/salary-guide/calculator)
- [roberthalf.com/blog](https://roberthalf.com/blog)



**2023 Salary Guide**

**GET THE NUMBERS WORTH KNOWING**

Get the insights that are helping individuals and employers make smarter salary decisions, including a special section on remote work.

30%

75%



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# Q&A