



# THE DEMAND FOR SKILLED TALENT: SPOTLIGHT ON ADMINISTRATIVE HIRING

Canada

## HOW HAS COVID-19 IMPACTED THE ADMINISTRATIVE EMPLOYMENT MARKET?

While employers were cautious about adding staff in the second quarter, the need for skilled administrative professionals in Canada is gaining momentum in certain sectors. Companies are hiring support staff to help them handle high volumes of customer outreach and assist with remote workers, office reopenings and address seasonal workload demands.

## WHERE IS HIRING HAPPENING?

### Sectors hiring

- Financial services
- Government
- Healthcare
- Manufacturing
- Technology



### In-demand positions

- Administrative assistant
- Call centre/customer service representative
- Data entry specialist
- Executive assistant
- HR benefits coordinator



### In-demand technical skills

- Collaboration software
- Customer relationship management
- Document creation
- Online conferencing
- Social media

## WHAT ARE OFFICE AND HR MANAGERS PRIORITIZING IN THE COMING MONTHS?

Workloads have shifted since the start of the COVID-19 pandemic, and administrative support, contact centre and human resources teams are focusing on:

- Maintaining and improving remote-work arrangements
- Contingency and workforce planning for office reopenings
- Budgeting and re-engaging vendors
- Supporting special projects
- Supporting front-office operations

Learn more about how [hiring seasonal employees](#) can benefit your business.

## WHAT NONTECHNICAL SKILLS SHOULD EMPLOYERS LOOK FOR?

The need for teams to adapt to both a remote environment and further uncertainty has highlighted the importance of nontechnical skills. Look for the following soft skills when hiring administrative professionals:

- Active listening
- Adaptability and flexibility
- Collaboration and teamwork
- Creative problem-solving
- Emotional intelligence



## 3 TIPS FOR HIRING REMOTELY

### Cast a wide net

Does this role need to be on-site once you return to the office? If not, consider widening the pool of candidates by searching for professionals in other cities.



### Get camera-ready

For interviews, test your video platform, look professional and minimize distractions. Pay attention to candidates' body language to help assess their soft skills and engagement in the conversation.

### Present your best offer

A comprehensive compensation package is needed to draw talent in any business environment, and you'll likely face competition for your top candidates. Be ready to negotiate and offer attractive nonmonetary benefits and perks, including ongoing remote-work arrangements and flexible schedules.

## SEARCH FOR LOCAL AND REMOTE CANDIDATES

with **Candidate Browse**. It's accessible 24/7, and you can search by job title, skill set or location to see profiles matched to your needs.

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