



Administrative and Support Services

(NAICS 56)

Top Trends

Industry Information

- Administrative and support, waste management and remediation services is made up of two major sub-industries NAICS 561 Administrative and support services, which makes up 90% of the industry workforce (6,945 workers), and NAICS 562 Waste management and remediation services making up the remaining 10% (775 workers)
- The sub-industry Services to buildings and dwellings is the largest 4-digit NAICS with 3,040 workers. This is followed by Business support services with 1,400 workers
- Among 4-digit sub-industries, six saw growth and four saw declines from 2006 to 2016. Services to buildings and dwellings saw the largest growth in workers with 760 (33%). Waste treatment and disposal had the greatest decline with 115 workers (-33%)
- Income growth from 2011 to 2016 was slower (3%) than the growth seen across all industries (10%). Travel arrangement and reservation services had the largest increase in income, growing by \$8,531 (23%)

Employment Trends

- From 2011 to 2016 employment in Administrative and support and waste management increased in Hamilton by 770 people (15%), from 6,955 to 7,725. Most of the growth occurred during the last five years when the industry grew by 11% in Hamilton
- The growth rate in Hamilton was larger than in other communities across Ontario. For Ontario the industry only grew by 1% from 2006 to 2016
- The unemployment rate for the industry has declined dramatically since its peak during the last major recession at 12.4% in 2009 to 7.8% in 2016

Workforce Characteristics

- The age of workers in Administrative and support services is older than the labour force average. Fourteen percent of workers were 15 to 24 years old while the labour force average is 30%
- In total, 51% of workers have less than a postsecondary education. This is higher than the share seen across all industries as 36% have less than a postsecondary education
- Thirty-six percent of jobs in Administrative and support services require skill level C, which are jobs that usually require secondary school and/or occupation-specific training. Another third of jobs require skill level D (on-the-job training)
- Skill level D has decreased by ten percentage points from 2006 to 2016 (43% in 2006 compared to 33% in 2016)

Businesses Information

- As of December 2017, there are 2,018 businesses in Administrative and support, waste management and remediation services in Hamilton. The majority of these are businesses without employees (65%). This share is similar to that seen across all industries
- Administrative and support, waste management and remediation services has a larger share of medium sized businesses. Twenty-six percent of businesses have between 10 to 49 workers, while this share is 21% of businesses across all industries

Occupational Information

- Light duty cleaners was the most employed occupation in the industry, up 51% from 2011. This occupation was one of the lowest paid occupations in 2016, with an average annual income of \$28,353
- Many of the most employed occupations in the industry have high unemployment rates. For example, the unemployment rate for Public works maintenance equipment operators and related workers was 13.1%, Other sales related occupations was 15.3%, and Other labourers in processing, manufacturing and utilities was 14.1%. The provincial unemployment rate in 2016 for the entire industry was 7.8%
- Other customer and information services representatives is the most employed entry-level job and second most overall in the industry with 615 workers. Travel counsellors was the greatest declining entry level job, falling by 110 jobs (-28%) between 2011 and 2016

Job Postings

- The number of job postings per year in Administrative and support, waste management and remediation services has declined from 2014 to 2017. Falling from 86 postings in 2014 to 50 in 2017

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Section 1: Industry Information

TABLE 1. Employed by Sub-Industry Administrative and support and waste management (3-Digit NAICS), 2016, Place-of-Work, Hamilton (Census Division)

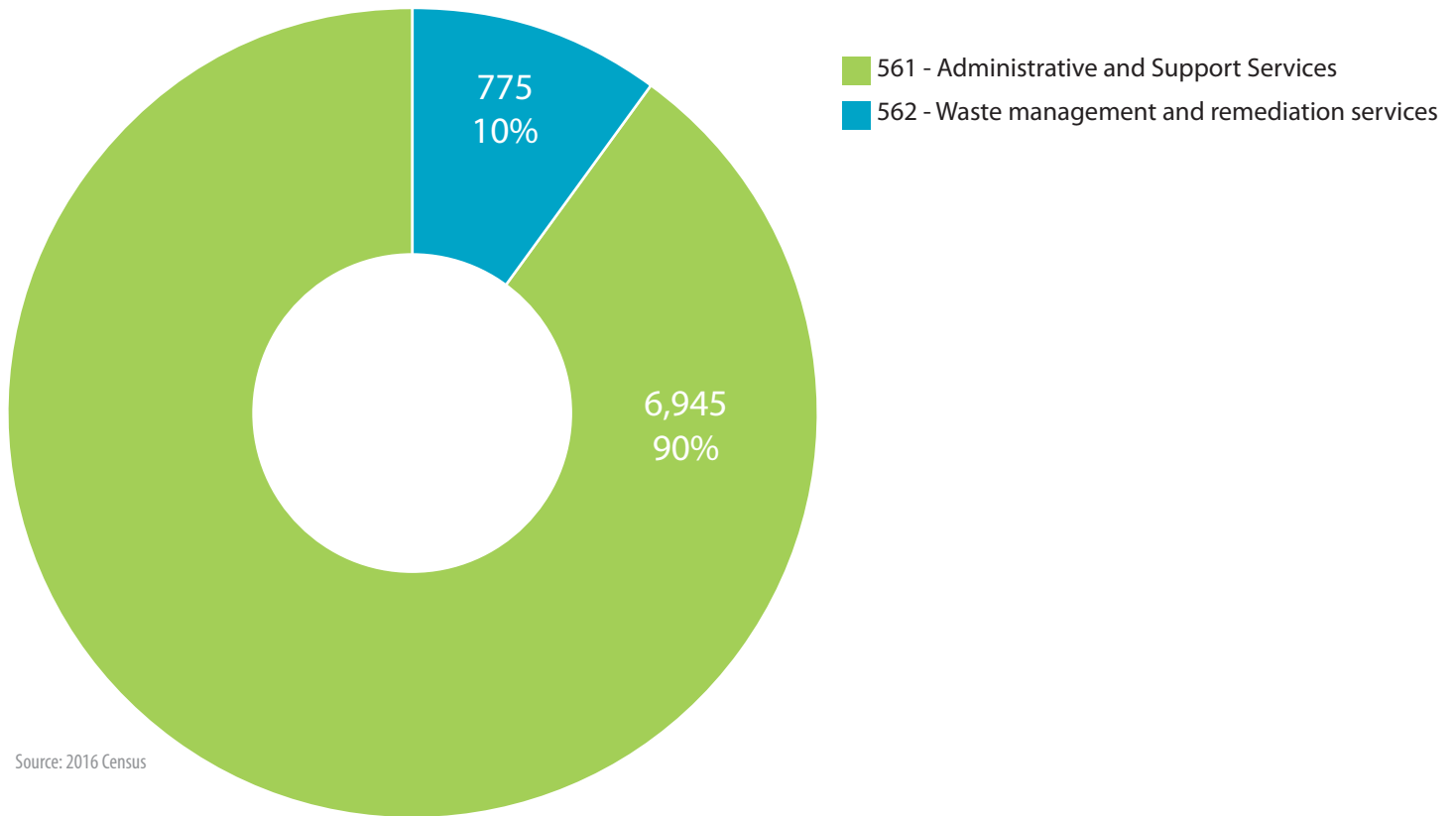


TABLE 2. Employment by Administrative and support and waste management Sub Industry (4-Digit NAICS), 2016, Hamilton (Census Division)

	Number of People Employed
5617 Services to buildings and dwellings	3,040
5614 Business support services	1,400
5616 Investigation and security services	930
5613 Employment services	750
5615 Travel arrangement and reservation services	450
5621 Waste collection	360
5619 Other support services	250
5622 Waste treatment and disposal	235
5629 Remediation and other waste management services	185
5611 Office administrative services	120
5612 Facilities support services	10

Source: 2006 Census; 2011 National Household Survey; 2016 Census

TABLE 3. Change in Employment by Administrative and support and waste management Sub-Industry (3-digit NAICS), 2016, Place-of-Work, Hamilton (Census Division)

	2006	2011	2016	06 to 16 Total Change	06 to 16 % Change	11 to 16 Total Change	11 to 16 % Change
56 Administrative and support, waste management and remediation services	6,710	6,950	7,720	1,010	15%	770	11%
561 Administrative and support services	6,040	6,320	6,945	905	15%	625	10%
562 Waste management and remediation services	670	630	775	105	16%	145	23%
5617 Services to buildings and dwellings	2,280	2,425	3,040	760	33%	615	25%
5614 Business support services	1,070	1,190	1,400	330	31%	210	18%
5621 Waste collection	230	250	360	130	57%	110	44%
5629 Remediation and other waste management services	85	85	185	100	118%	100	118%
5612 Facilities support services	0	15	10	10	N/A	-5	-33%
5611 Office administrative services	115	205	120	5	4%	-85	-41%
5616 Investigation and security services	930	895	930	0	0%	35	4%
5613 Employment services	775	740	750	-25	-3%	10	1%
5615 Travel arrangement and reservation services	525	580	450	-75	-14%	-130	-22%
5619 Other support services	335	270	250	-85	-25%	-20	-7%
5622 Waste treatment and disposal	350	300	235	-115	-33%	-65	-22%

Source: 2006 Census; 2011 National Household Survey; 2016 Census
 Note: Green indicates increases and red indicates decreases in employment.

TABLE 4. Income by Administrative and support, waste management and remediation services Sub-Industry (3-digit NAICS), 2011 to 2016, Hamilton (Census Division)

	2011	2016	Change	% Change
All Industries	\$ 49,103.00	\$ 53,880.00	\$ 4,777.00	10%
56 Administrative and support, waste management and remediation services	\$35,403	\$36,302	\$899	3%
561 Administrative and support services	\$34,066	\$34,477	\$411	1%
562 Waste management and remediation services	\$53,135	\$54,864	\$1,729	3%
5615 Travel arrangement and reservation services	\$36,396	\$44,927	\$8,531	23%
5629 Remediation and other waste management services	\$49,647	\$56,102	\$6,455	13%
5621 Waste collection	\$53,241	\$58,591	\$5,350	10%
5619 Other support services	\$43,871	\$48,233	\$4,362	10%
5611 Office administrative services	\$38,320	\$42,639	\$4,319	11%
5614 Business support services	\$28,315	\$30,427	\$2,112	7%
5613 Employment services	\$34,932	\$34,989	\$57	0%
5617 Services to buildings and dwellings	\$34,820	\$32,782	\$-2,038	-6%
5616 Investigation and security services	\$35,750	\$33,599	\$-2,151	-6%
5622 Waste treatment and disposal	\$54,101	\$48,415	\$-5,686	-11%

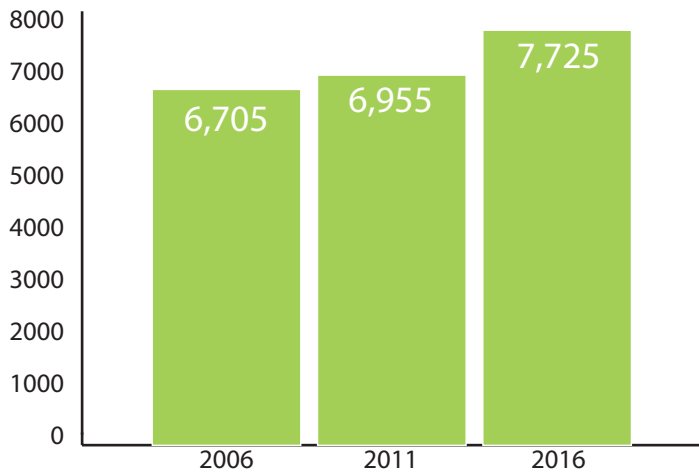
Source: 2011 National Household Survey; 2016 Census
 Note: Green indicates increases, and red indicates decreases in income.

Summary

- Administrative and support, waste management and remediation services is made up of two major sub-industries, NAICS 561 Administrative and support services, which makes up 90% of the industry workforce (6,945 workers), and NAICS 562 Waste management and remediation services making up the remaining 10% (775 workers)
- The sub-industry Services to buildings and dwellings is the largest 4-digit NAICS with 3,040 workers. This is followed by Business support services with 1,400 workers
- Overall, the industry grew by 1,010 workers (15%) from 2006 to 2016. Both of the major sub-industries saw growth of about 15%
- Among 4-digit sub-industries, six saw growth and four saw declines from 2006 to 2016. Services to buildings and dwellings saw the largest growth in workers with 760 (33%). Waste treatment and disposal had the greatest decline with 115 workers (-33%)
- The median income in Administrative and support, waste management and remediation services in 2016 was \$36,302, well below the average for all industries at \$53,880. Waste management and remediation services workers (\$54,864) have higher median wages than Administrative and support services workers (\$34,477)
- There is a range of high and low paid sub-industries. Workers in Waste collection had the highest median employment income at \$58,591. Business support services has the lowest median wages at \$30,427
- Income growth from 2011 to 2016 was slower (3%) than the growth seen across all industries (10%)
- Some sub-industries did see large increases in income. Travel arrangement and reservation services had the largest increase in income, growing by \$8,531 (23%)

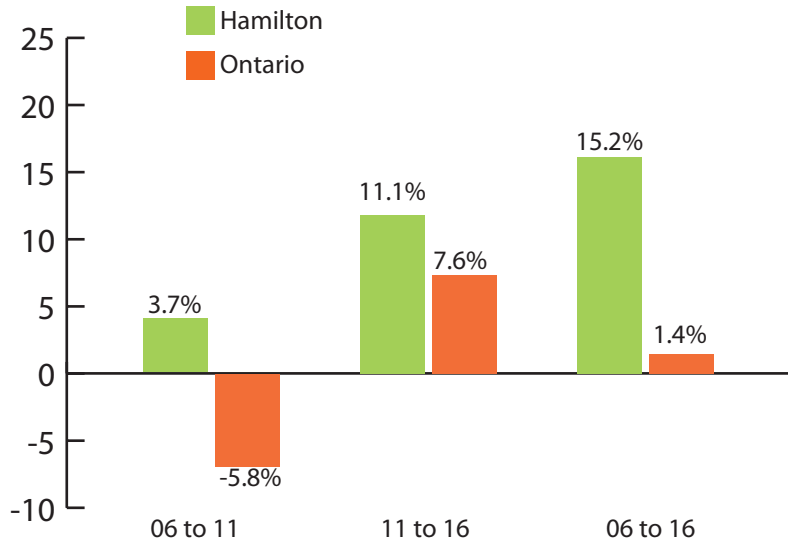
Section 2: Employment Trends

TABLE 5. Total Employment in Administrative and support, waste management and remediation services, 2006 to 2016, Place-of-Work, Hamilton (Census Division)



Source: 2006 Census; 2011 National Household Survey; 2016 Census

TABLE 6. Percentage Change in Administrative and support, waste management and remediation services, 2006 to 2016, Place-of-Work, Ontario vs Hamilton (Census Division)

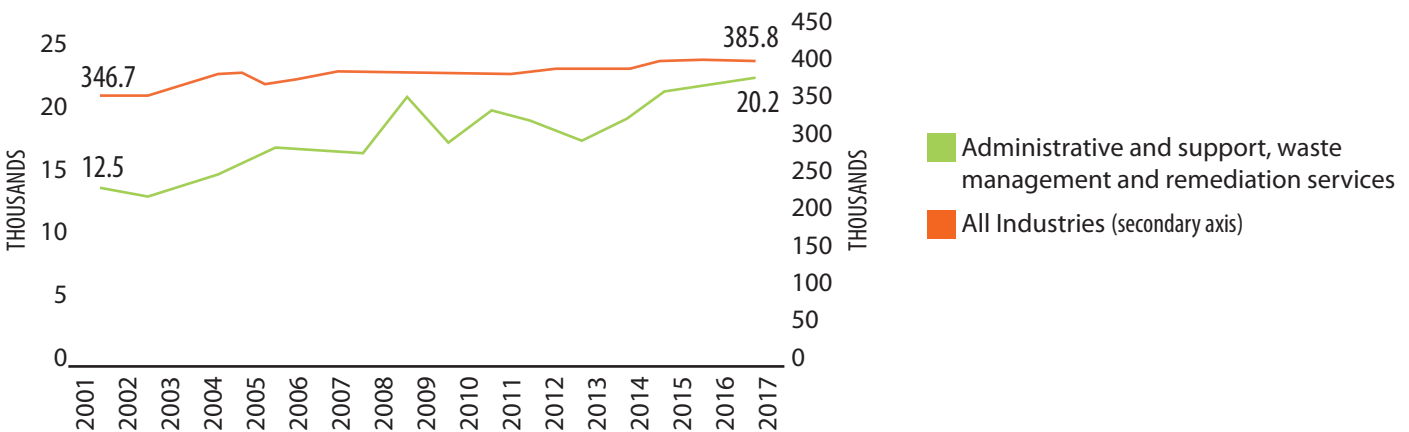


Source: 2006 Census; 2011 National Household Survey; 2016 Census

Long-Term Trends in Employment

The following two tables use Labour Force Survey (LFS) data. Using LFS we can see long term trends and identify any annual fluctuations. Combining data sources gives a more complete picture. It should be noted that LFS uses Hamilton Census Metropolitan Area as the geography which includes Burlington and Grimsby. The Census uses Hamilton Census Division which excludes these two cities. This means employment numbers will be slightly higher using LFS data.

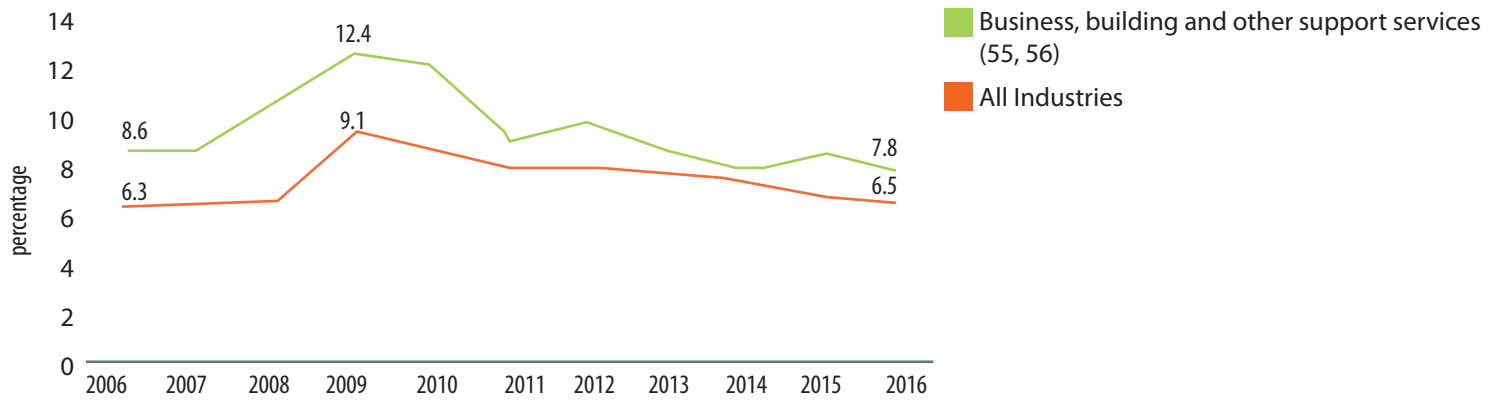
TABLE 7. Total Employment, Administrative and support, waste management and remediation services, 2001 to 2017, Hamilton (Census Metropolitan Area)



Source: Labour Force Survey

Note: Administrative and support and waste management is referred to as Business, building and other support services [55-56] in the Labour Force Survey. This label includes Administrative and support and waste management and Management of Companies

TABLE 8. Unemployment Rate in Administrative and support and waste management, 2006 to 2016, Ontario



Source: Labour Force Survey

Note: This data was only available for Ontario. The industrial make-up of Ontario and Hamilton is similar. So this still gives useful information to understand the trends in the industry.

Note: Administrative and support and waste management is referred to as Business, building and other support services [55-56] in the Labour Force Survey.

Future Trends

The following tables use EMSI Analyst data. This is used to provide a forecast for the sector. It uses Hamilton Census Division data, similar to the Census data.

TABLE 9. Future Employment in Administrative and support and waste management, 2018 to 2023, Place-of-Work, Hamilton (Census Division)

Region	2018 Jobs	2023 Jobs	Change	% Change
Hamilton	13,868	13,874	6	0.0%
Ontario	428,946	435,190	6,244	1.5%
Canada	990,429	1,007,870	17,441	1.8%

Source: EMSI Analyst

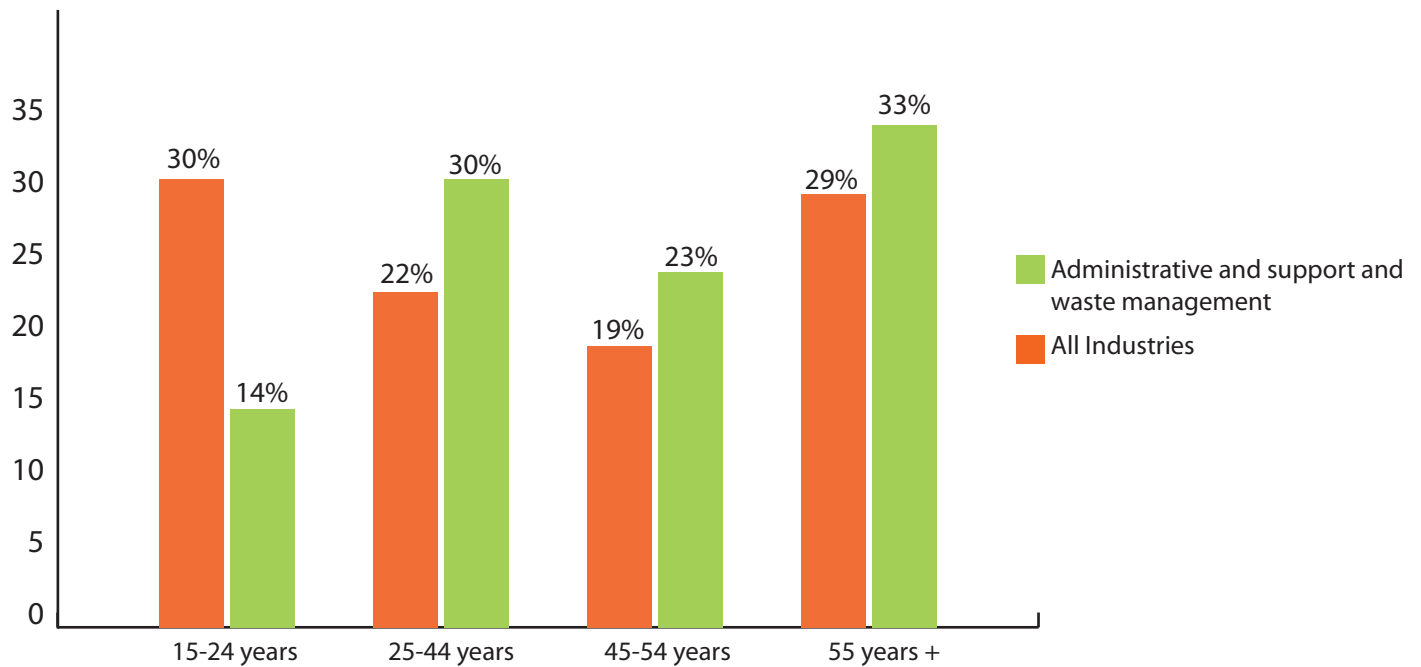
Summary

- From 2011 to 2016 employment in Administrative and support and waste management increased in Hamilton by 770 people (15%), from 6,955 to 7,725. Most of the growth occurred during the last five years when the industry grew by 11% in Hamilton
- The growth rate in Hamilton was larger than in other communities across Ontario. For Ontario the industry only grew by 1% from 2006 to 2016
- The largest growth happened in Administrative and support services. From 2006-2016, employment in Administrative and support services by 905 people (16% growth)
- The unemployment rate in Ontario for the industry has declined dramatically since its peak during the last major recession at 12.4% in 2009 to 7.8% in 2016. The unemployment rate is still high though compared to the unemployment rate for all other industries. The average unemployment rate across industries was 6.5% in 2016
- Employment in Hamilton for Administrative and support and waste management will stagnate over the next five years, with no measurable growth. Across Ontario the industry is only expected to grow 1.5%

Section 3: Workforce Characteristics

Age

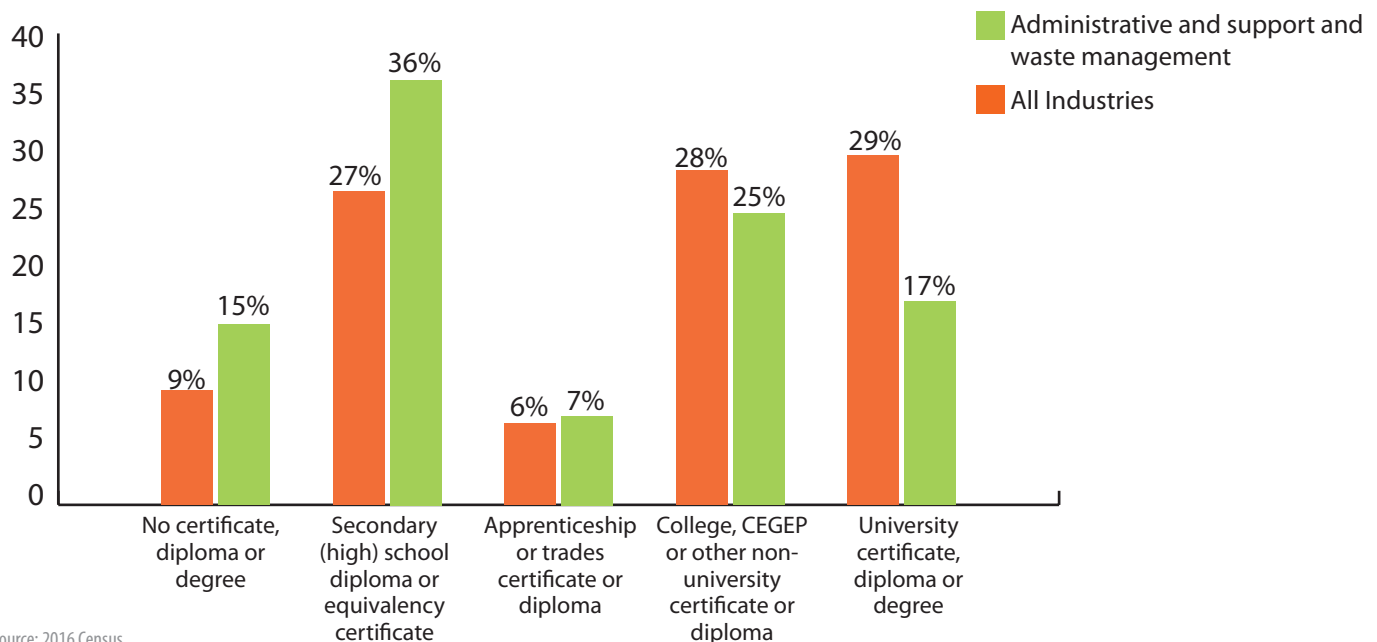
TABLE 10. Age Breakdown, Administrative and support and waste management vs All Industries, 2016, Place-of-Work, Hamilton (Census Division)



Source: 2016 Census

Education

TABLE 11. Educational breakdown, Administrative and support and waste management vs All Industries, 2016, Place-of-Work, Hamilton (Census Division)



Source: 2016 Census

Skill Level

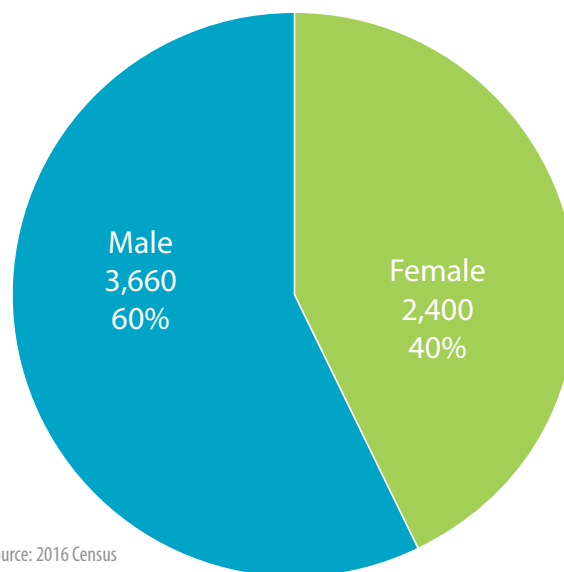
TABLE 12. Occupations by Skill Level, 2006 to 2016, Place-of-Work, Hamilton (Census Division)

Skill Level	Administrative and Support and Waste Management			All Industries (2016)
	2006	2011	2016	
A – Occupations usually require university education	10%	13%	11%	30%
B – Occupations usually require college education or apprenticeship training	20%	19%	21%	30%
C – Occupations usually require secondary school and/or occupation-specific training	28%	38%	36%	27%
D – On-the-job training is usually provided for occupations	43%	30%	33%	13%

Source: 2006 Census; 2011 National Household Survey; 2016 Census

Gender

TABLE 13. Employment by Gender in Administrative and support, waste management and remediation services, 2016, Hamilton (Census Division)



Source: 2016 Census

Summary

- The age of workers in Administrative and support services is older than the labour force average. Fourteen percent of workers were 15 to 24 years old while the labour force average is 30%. Similarly, 33% of workers were 55 years old or older while the labour force average for this age group is 29%
- The largest share of workers have a secondary school diploma, 36%. In total, 51% of workers have less than a postsecondary education. This is higher than the share seen across all industries as 36% have less than a postsecondary education
- In Administrative and support services 36% of jobs require skill level C, which are jobs that usually require secondary school and/or occupation-specific training. Another one third of jobs require skill level D (on-the-job training). This skill level has decreased by ten percentage points from 2006 to 2016 (43% in 2006 vs. 33% in 2016)
- There appears to be an overqualified workforce in the industry. The share of workers that need skill level C matches the share of workers who have this education level (secondary school diploma) at 36%. However, the share of workers with skill level D at 33% is higher than the accompanying education level (no certificate) at 15%. There could be a portion of the workforce that has a postsecondary education working in lower skill levels
- Within Administrative and support, waste management and remediation services, 60% of workers are male

Section 4: Business Information

TABLE 14. Numbers of Employers by Employee Size Range, Administrative and support, waste management and remediation services vs All Industries, 2017 December, Hamilton (Census Division)

	All Industries	Accomodation and Food Services
Total Businesses	47,819	2,018
Without employees	32,645	1,307
Total with employees	15,174	711

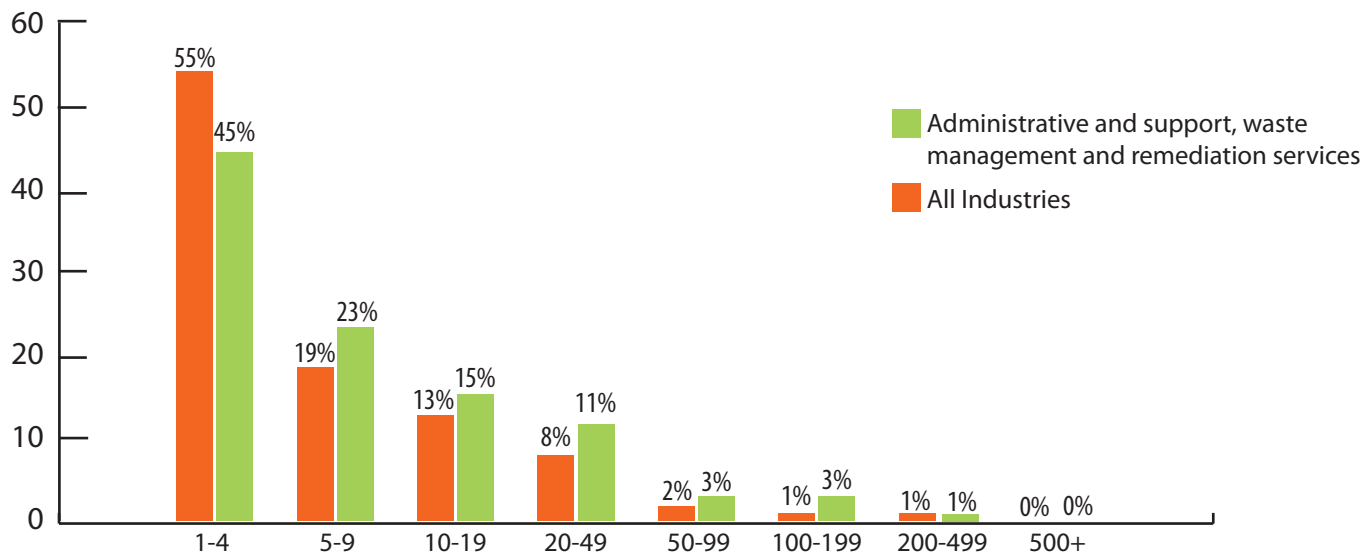
Source: Canadian Business Counts Data

TABLE 15. Share of Employers by Employee Size Range, Administrative and support, waste management and remediation services, 2017 December, Hamilton (Census Division)

Industries	Total With employees
56 Administrative and support, waste management and remediation services	711
561 - Administrative and support services	646
562 - Waste management and remediation services	65

Source: Canadian Business Counts Data

TABLE 16. Share of Employers by Employee Size Range, Administrative and support, waste management and remediation services vs. All Industries, 2017 December, Hamilton (Census Division)



Source: Canadian Business Counts Data

Summary

- As of December 2017, there are 2,018 businesses in Administrative and support, waste management and remediation services in Hamilton. The majority of these are businesses without employees (65%). This share is similar to that seen across all industries
- The large majority of businesses in the industry are Administrative and support services 91%
- Administrative and support, waste management and remediation services has a larger share of medium sized businesses. Twenty-six percent of businesses have between 10 to 49 workers, while this share is 21% of businesses across all industries

Section 5: Occupational Information

TABLE 17. Top 15 Occupations in Administrative and support, waste management and remediation services, 2016, Place-of-Work, Hamilton (Census Division)

Occupations	# of People Employed	Change from 2011 to 2016	% Change from 2011 to 2016	Unemployment Rate (%)	Income (\$)
6731 Light duty cleaners	875	295	51%	5.3	\$ 28,353.00
6552 Other customer and information services representatives	615	-30	-5%	8.8	\$ 43,348.00
8612 Landscaping and grounds maintenance labourers	610	0	0%	9.8	\$ 36,581.00
6541 Security guards and related security service occupations	580	45	8%	5.8	\$ 37,906.00
6733 Janitors, caretakers and building superintendents	430	25	6%	3.6	\$ 41,820.00
6521 Travel counsellors	290	-110	-28%	0	\$ 41,927.00
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	210	80	62%	3.1	\$ 42,569.00
1221 Administrative officers	175	-25	-13%	3.7	\$ 50,314.00
7522 Public works maintenance equipment operators and related workers	175	65	59%	13.1	\$ 59,061.00
6623 Other sales related occupations	165	-55	-25%	15.3	\$ 25,139.00
9619 Other labourers in processing, manufacturing and utilities	135	45	50%	14.1	\$ 34,043.00
1411 General office support workers	130	30	30%	3.2	\$ 45,916.00
7511 Transport truck drivers	125	60	92%	3.9	\$ 48,850.00
0125 Other business services managers	115	55	92%	0	\$ 60,175.00
1223 Human resources and recruitment officers	115	5	5%	4.5	\$ 54,115.00

Source: 2011 National Household Survey; 2016 Census

Note1: The unemployment rate in Hamilton during 2016 was **7.0%** if you include all workers including persons aged 15 years and over who never worked for pay or self-employment or last worked for pay or self-employment prior to 2015. It is **4.8%** if these workers are not included.

Note2: **Green** indicates increases, and **red** indicates decreases in employment.

TABLE 18. Growing Occupations, 2011 to 2016, Place-of-Work, Hamilton (Census Division)

Occupations	2011	2016	Difference	% Change
6731 Light duty cleaners	580	875	295	51%
2225 Landscape and horticulture technicians and specialists	15	100	85	567%
8255 Contractors and supervisors, landscaping, grounds maintenance and horticulture services	130	210	80	62%
2282 User support technicians	0	75	75	N/A
6732 Specialized cleaners	20	85	65	325%
7522 Public works maintenance equipment operators and related workers	110	175	65	59%
7511 Transport truck drivers	65	125	60	92%
0125 Other business services managers	60	115	55	92%
6421 Retail salespersons	35	80	45	129%
6541 Security guards and related security service occupations	535	580	45	8%
9619 Other labourers in processing, manufacturing and utilities	90	135	45	50%

Source: 2011 National Household Survey; 2016 Census | Note: Green indicates increases in employment.

TABLE 19. Top 20 Declining Occupations, 2011 to 2016, Place-of-Work, Hamilton (Census Division)

Occupations	2011	2016	Difference	% Change
6521 Travel counsellors	400	290	-110	-28%
0601 Corporate sales managers	115	20	-95	-83%
9522 Motor vehicle assemblers, inspectors and testers	90	20	-70	-78%
6623 Other sales related occupations	220	165	-55	-25%
0621 Retail and wholesale trade managers	65	20	-45	-69%
1123 Professional occupations in advertising, marketing and public relations	80	35	-45	-56%
1241 Administrative assistants	115	75	-40	-35%
7281 Bricklayers	55	15	-40	-73%

Source: 2011 National Household Survey; 2016 Census

Note: Red indicates decreases in employment.

TABLE 20. Top 10 Entry Level Jobs (Skill Level C), 2016, Place-of-Work, Hamilton (Census Division)

Occupation	Number of People	Difference	% Change
6552 Other customer and information services representatives	615	-30	-5%
6541 Security guards and related security service occupations	580	45	8%
6521 Travel counsellors	290	-110	-28%
7522 Public works maintenance equipment operators and related workers	175	65	59%
1411 General office support workers	130	30	30%
7511 Transport truck drivers	125	60	92%
6421 Retail salespersons	80	45	129%
7452 Material handlers	75	40	114%
1414 Receptionists	75	25	50%
6411 Sales and account representatives - wholesale trade (non-technical)	70	-20	-22%

Source: 2011 National Household Survey; 2016 Census

Note: Green indicates increases, and red indicates decreases in employment.

TABLE 21. Top 3 Growing Entry Level Jobs (Skill Level C), 2016, Place-of-Work, Hamilton (Census Division)

Occupations	2011	2016	Change	% Change
7522 Public works maintenance equipment operators and related workers	110	175	65	59%
7511 Transport truck drivers	65	125	60	92%
6421 Retail salespersons	35	80	45	129%
6541 Security guards and related security service occupations	535	580	45	8%
7452 Material handlers	35	75	40	114%
1431 Accounting and related clerks	30	65	35	117%
7444 Pest controllers and fumigators	0	35	35	N/A
1411 General office support workers	100	130	30	30%
6551 Customer services representatives - financial institutions	0	30	30	N/A
1414 Receptionists	50	75	25	50%

Source: 2011 National Household Survey; 2016 Census

Note: Green indicates increases in employment.

TABLE 22. Declining Entry Level Jobs (Skill Level C), 2016, Place-of-Work, Hamilton (Census Division)

Occupations	2011	2016	Change	% Change
6521 Travel counsellors	400	290	-110	-28%
9522 Motor vehicle assemblers, inspectors and testers	90	20	-70	-78%
6552 Other customer and information services representatives	645	615	-30	-5%
1422 Data entry clerks	60	35	-25	-42%
6411 Sales and account representatives - wholesale trade (non-technical)	90	70	-20	-22%
6523 Airline ticket and service agents	20	0	-20	-100%
7514 Delivery and courier service drivers	35	15	-20	-57%

Source: 2011 National Household Survey; 2016 Census

Note: Red indicates decreases in employment.

Summary

- Table 17 shows the most employed occupations in Administrative and support, waste management and remediation services. In 2016, Hamilton had 875 people working as light duty cleaners, up 51% from 2011. They were, however one of the lowest paid occupations in 2016 with an average annual income of \$28,353
- Among the occupations with high employment, some jobs had extremely high unemployment rates in 2016. For example, the unemployment rate for Public works maintenance equipment operators and related workers was 13.1%, Other sales related occupations was 15.3%, and Other labourers in processing, manufacturing and utilities was 14.1%. The provincial unemployment rate in 2016 for the entire industry was 7.8%
- Table 18 and 19 show the top growing and declining occupations. The occupations saw the highest employment growth in Hamilton from 2011-2016 were Light duty cleaners and Landscape and horticulture technicians and specialists. On the other hand, the occupations with the most job losses were Travel counsellors and Corporate sales managers
- Table 20 to 22 relate to entry level jobs. Other customer and information services representatives is the most employed entry-level job. Travel counsellors declined the most from 2011 to 2016, falling by 110 jobs (-28%)

Section 6: Job Postings

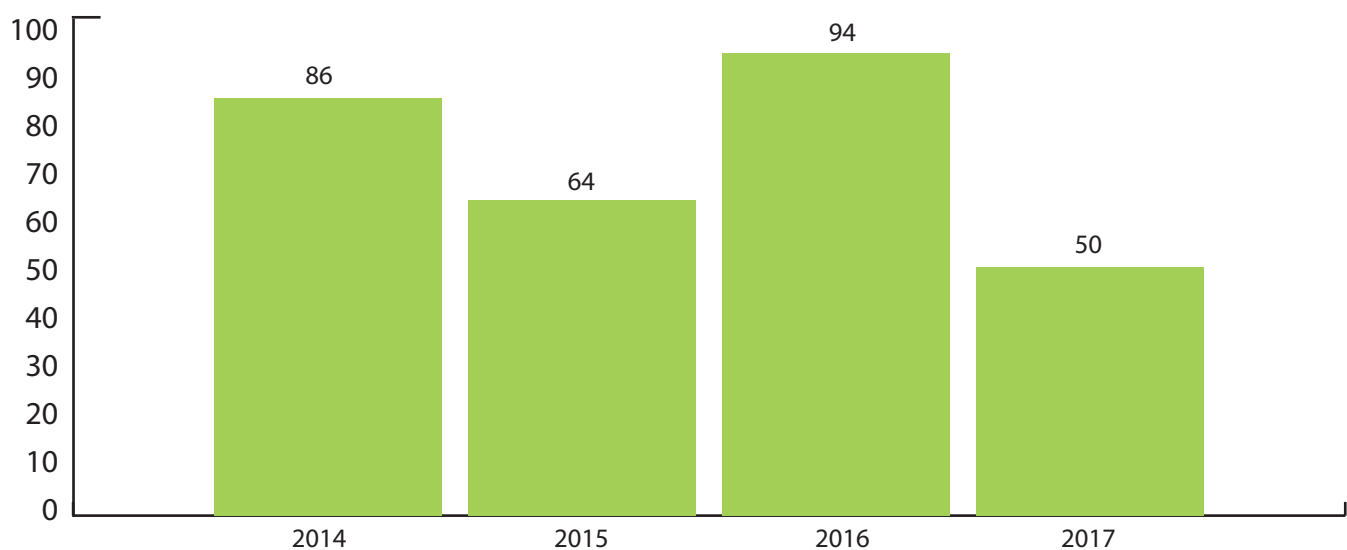
TABLE 23. Top 10 Job Postings in Administrative and support, waste management and remediation services, 2017, Hamilton (Census Division)

Occupations	Job Postings
6000 - Sales and service (unidentified sub-category)	9
9213 - Supervisors, food, beverage and associated products processing	4
6732 - Specialized cleaners	4

Source: Vicinity Data

Note: The following list does not include all job postings available in Administrative and support, waste management and remediation services. Many postings do not list the industry therefore the program (Vicinity Data) is not able to account for these postings.

TABLE 24. Job Postings in Administrative and support, waste management and remediation services, 2014-2017, Vicinity Jobs



Source: Vicinity Jobs

Summary

- Sales and service occupations had the most job postings in 2017 in Administrative and support, waste management and remediation services
- The number of job postings per year in Administrative and support, waste management and remediation services has declined from 2014 to 2017. Falling from 86 postings in 2014 to 50 in 2017