

Other Business Services Managers

Description

Managers in this unit group plan, organize, direct, control and evaluate the operations of establishments that provide services to business, and ensure the quality of those services and client satisfaction. They work in fields such as management consulting, market research, personnel and payroll services, contact centre services and security services.

Duties:

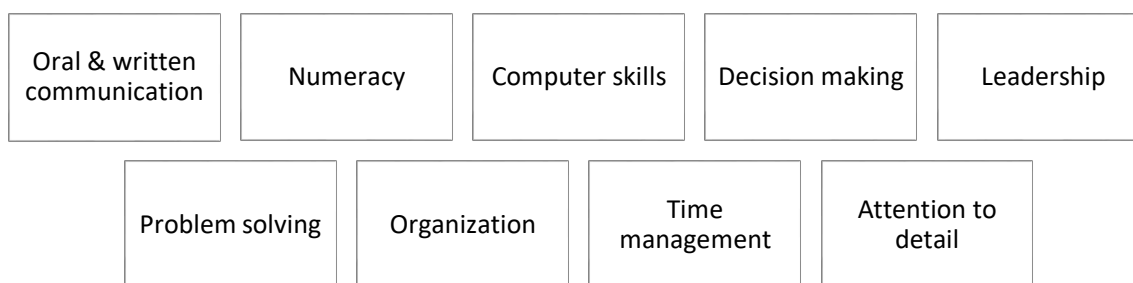
- Plan, organize, and evaluate the operations of establishments that provide services to business such as management consulting, market research, personnel and payroll services, contact centre services and security services
- Plan, develop and organize the policies and procedures of these establishments
- Develop action plans, provide expertise in response to client needs, and support and advise project teams
- Direct and advise staff in the development and implementation of service quality assessment strategies
- Plan, administer and control budgets for client projects, contracts, equipment and supplies
- Represent the company within various economic and social organizations
- Assist staff with administrative or technical problems
- Hire, train and supervise staff.

Other titles:

- nursing registry manager
- accounting firm manager
- security service manager
- market research service manager
- legal firm manager
- employment agency manager
- personnel agency manager
- professional services manager – business services
- energy asset joint venture manager
- contact centre manager
- management consulting service manager
- payroll service manager

(Government of Canada National Occupation Classification)

Skills



Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Most college/university programs in Ontario require an OSSD or Mature Student Status

Post-secondary diploma/degree

- A bachelor's degree or college diploma in a field related to the business service provided is usually required.
- University studies in business administration may be required.

Certification

- Several years of experience in a field related to the business service provided are usually required.
- Licenses, certificates or registration may be required for some business services managers. For example, accounting firm managers usually require accounting certification.

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as other business services managers are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$75,519	\$83,032	\$80,212	\$76,748

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
5614 – Business Support Services	40	55

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)

