



Q4 2022

# Wage Report – Phoenix, AZ

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## Labor markets from the birds eye – foreword on Q4

Q4 was the end of an unstable year for the labor force. Employers searched for sustainable and predictable staffing models as the post-pandemic labor shortages raged. Simultaneously, employees searched for flexibility, whether that meant work-from-home or adjusted scheduling. The one thing that transcended both sides was the need for reliability in returning employees and in income.

The largest hurdle for hiring managers has been the identification of skilled workers. The simple availability of people is no longer the leading indicator of success. Navigating the skill shortages has been no easy task. More and more hiring managers are creating flexibility in their schedules to accommodate a more transient workforce and are using higher-level employee engagement strategies with contract labor.

Employees are testing the waters of new employment opportunities at a higher rate than has been seen in a decade. More than half of job seekers are trying new positions and industries before making a switch. When surveyed, a high percentage of active job seekers stated that being able to work through and for multiple employers as a way to increase job knowledge and increase long-term employability.

We expect 2023 to be a sense of “equalization” in the labor market. Employers will need to engage at a higher level and job seekers will give up some level of flexibility for stability. Employers will look for individual procured applicants as a way to target skilled candidates and employees will look for opportunities that will allow them a sense of belonging and work-life balance.



**– Matt Gorman,**  
Executive VP at Upshift



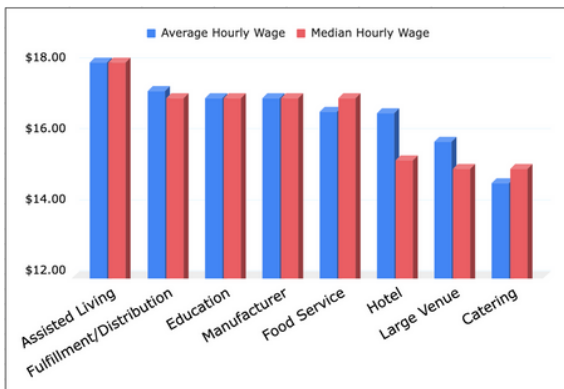




# Phoenix, AZ

## Overview of industries

Industry	Average Hourly Wage	Median Hourly Wage
Assisted Living	\$18.00	\$18.00
Fulfillment/Distribution	\$17.21	\$17.00
Education	\$17.00	\$17.00
Manufacturer	\$17.00	\$17.00
Food Service	\$16.61	\$17.00
Hotel	\$16.57	\$15.25
Large Venue	\$15.77	\$15.00
Catering	\$14.61	\$15.00



### Industries we collected data for

We were able to collect data on the following industries: Assisted Living, Fulfillment/Distribution, Education, Manufacturer, Food Service, Hotel, Large Venue, and Catering.

### Highest and lowest wages

Average Hourly Wages range between \$14.61 and \$18.00, with the lowest wages being paid in the Catering sector and the highest wages in Assisted Living.

### Average and median differences

Average Hourly Wages and Median Hourly Wages were close in most of the industries except for Large Venue and Hotel, in which the Average was significantly higher than the Median, meaning that certain positions were paid either significantly higher than the sector benchmark.

## Highest paid industries



**Assisted Living**  
\$18/hr on average



**Fulfillment/  
Distribution**  
\$17.21/hr on average



**Education**  
\$17/hr on average

## Overview of hourly wages per job type

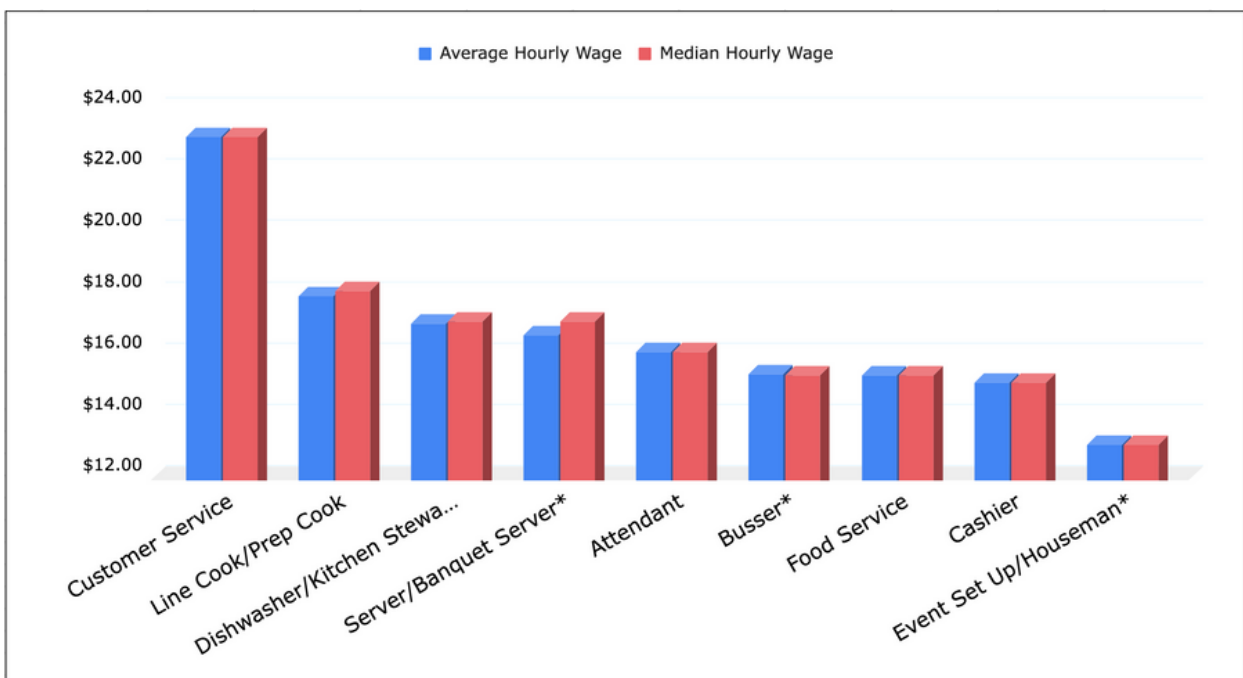
Job Type	Average Hourly Wage	Median Hourly Wage
Customer Service	\$23.00	\$23.00
Line Cook/Prep Cook	\$17.84	\$18.00
Dishwasher/Kitchen Steward	\$16.92	\$17.00
Server/Banquet Server*	\$16.56	\$17.00
Attendant	\$16.00	\$16.00
Busser*	\$15.28	\$15.25
Food Service	\$15.25	\$15.25
Cashier	\$15.00	\$15.00
Event Set Up/Houseman*	\$13.00	\$13.00

### Positions we collected data for

We were able to collect data on a wide array of positions, with Event Set Up/Houseman being the lowest paid position with an average of \$13.00 paid per hour of work, and the Customer Service position being the highest paid, with \$23.00 on average.

### Average and Median differences

Average Hourly Wages and Median Hourly Wages were close in all job types, which means employers are matching market wages closely most of the time.



## Highest paid jobs



**Customer Service**  
\$23/hr on average



**Line Cook/  
Prep Cook**  
\$17.84/hr on average



**Dishwasher/  
Kitchen Steward**  
\$16.92/hr on average

\* presented wages are non-tipped



## Conclusions

After viewing the Industry and Job Type Average and Median Hourly Wages, we can conclude the following for the Phoenix, AZ market in Q4 2022:

- The industry with the **highest hourly wages was Assisted Living**, with Median Hourly Wages sitting at \$18.00.
- The industry with the **lowest hourly wages is Catering**, with Median Hourly Wages sitting at \$15.00.
- The **highest-paid job** in the market was Customer Service, with a \$23.00 average being paid per hour
- The **lowest-paid jobs** in the market were Event Set Up/Houseman, with a median wage of \$13.00/hr.

## Summary

The best-paid jobs in Q4 2022 were in the Assisted Living, Fulfillment/Distribution and Education sectors, with Customer Service, Line Cook/Prep Cook and Dishwasher/Kitchen Steward, and Customer service being the highest-paid positions.

Average Hourly Wage and Median Hourly Wage were very similar across jobs and industries, however **certain job types were either highly overpaid or underpaid due to either lack of information or other differentiating factors.**

What we hope to achieve with this report is to **help employers make informed and accurate decisions** on setting wages for hiring workers.



## How have we collected this data?

Thanks to **our partnership with Upshift**, a leading labor marketplace, **we are able to collect real-time, supporting data for workers in various industries and positions.** These are verified rates being paid today to Upshift workers in a wide variety of positions.

## Offering accurate and attractive wages helps fill the applicant pool

As companies begin to compete for a scarce pool of labor, wages are rising quickly and many hourly workers are aware of this and are no longer wary of changing jobs for a better-paid position.

With more transparency on the current market rates, offering **competitive wages and accurate data** is one of the best ways to make sure you can attract enough job candidates.

## How to best use the information given in the report

The Wage Report is a resource giving transparency on the wages set by companies in specific markets. **Its purpose is to help make informed decisions** on setting wages for workers looking for jobs on the market. Accurate wages help keep the labor markets competitive while maximizing worker satisfaction from the positions and minimizing overspending on the employer side.

