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Business Management Program
Programme de gestion des affaires

Non-DVM Wage Report

2025 ALBERTA

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Introduction

Information for non-DVM wages and benefits comes from the 2025 Alberta Practice Owners Economic Survey. This information reflects current wages and benefits for 1,326 non-DVM staff from 78 veterinary hospitals in 2025. Wages are broken down by type of employment, years employed and area of the province. Benefits are presented for all non-DVM staff as a collective group.

To maintain confidentiality, figures that contain less than three observations are shown as “n/a” or are omitted from tables.

Manager Type Definitions

Veterinary managers are categorized into one of three types. Brief descriptions of each type are included below.

For a full detailed list of responsibilities for each type of manager, please visit <https://abvma.in1touch.org/document/3759/Manager%20Job%20Descriptions.pdf>

Veterinary Hospital Office Manager

The veterinary hospital office manager is responsible for seeing that administrative policies and decisions are accomplished. An office manager’s realm of authority and decision-making may be very broad or very limited depending on the administrative needs and criteria established.

Generally, the office manager may be responsible for the daily accounting transactions with clients, banks, suppliers, and personnel. Office managers may coordinate scheduling, training, purchasing, and bookkeeping for a veterinary practice. Some office managers may be the liaison between the administrator and support staff personnel.

Veterinary Practice Manager

A veterinary practice manager is charged with the responsibilities of managing the business activities of a veterinary hospital. A practice manager may have extremely different responsibilities and authority depending on the size of the hospital and the ownership or administrator’s delegation. Practice managers have knowledge of all the responsibilities of a veterinary office manager and the ability to further the management of a veterinary hospital by having direct authority and decision-making responsibilities over all business aspects of the veterinary practice.

Veterinary Hospital Administrator

The function of a veterinary hospital administrator is unique from all other positions in a veterinary hospital because the administrator has complete authority over the operation of the business and practice in concert with the practice owner(s) or board of directors. The administrator is the coordinator and final authority of all business functions and the supervising agent of all hospital services and personnel. The role is responsible for all the functions described for office and practice managers with the addition of being responsible for professional staffing and supervision.

While the administrator may not have the knowledge of a veterinarian regarding medicine, the administrator should have a general knowledge of quality assurance and performance in veterinary medicine and may act in an advisory role in helping establish and supervise medical protocols of the practice.

Hourly Wage and Weeks of Vacation by Type and Length of Employment

Employee Type	Length of Employment	Median Hourly Wage (\$)	Median Weeks of Vacation
Receptionist 361 Responding	Less than 1 Year	18.00	2.0
	1 – 2 Years	20.00	2.0
	3 – 5 Years	21.95	2.0
	6 – 10 Years	23.25	3.0
	11 – 15 Years	24.50	4.0
	Greater than 15 Years	22.75	4.0
	All Respondents	20.50	2.0
AHT/RVT 495 Responding	Less than 1 Year	27.00	2.0
	1 – 2 Years	27.27	2.0
	3 – 5 Years	28.80	2.0
	6 – 10 Years	30.00	3.0
	11 – 15 Years	31.18	4.0
	Greater than 15 Years	32.19	4.0
	All Respondents	28.60	2.0
Non-Registered Assistant 177 Responding	Less than 1 Year	19.59	2.0
	1 – 2 Years	20.40	2.0
	3 – 5 Years	22.00	2.0
	6 – 10 Years	22.94	3.0
	11 – 15 Years	31.61	n/a
	Greater than 15 Years	25.68	3.0
	All Respondents	21.00	2.0
Kennel Assistant 180 Responding	Less than 1 Year	19.00	2.0
	1 – 2 Years	18.25	2.0
	3 – 5 Years	19.14	2.0
	6 – 10 Years	21.53	3.0
	All Respondents	19.00	2.0
Groomer 2 Responding	All Respondents	n/a	n/a
Office Manager 37 Responding	1 – 2 Years	30.42	2.0
	3 – 5 Years	27.00	3.0
	6 – 10 Years	32.70	3.0
	11 – 15 Years	24.50	n/a
	Greater than 15 Years	32.75	4.0
	All Respondents	30.00	3.0

Employee Type	Length of Employment	Median Hourly Wage (\$)	Median Weeks of Vacation
Practice Manager 25 Responding	Less than one	n/a	n/a
	1 – 2 Years	33.00	2.5
	3 – 5 Years	30.31	2.5
	6 – 10 Years	37.83	3.5
	Greater than 15 Years	37.35	4.0
	All Respondents	35.00	3.0
Practice Administrator 11 Responding	Greater than 15 Years	45.00	4.0
	All Respondents	38.18	4.0

Table 1. Median hourly wage and weeks of vacation stratified by type of employee and years employed.

Hourly Wage by Area – Office and Practice Manager

Area	Office Manager		Practice Manager	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
Calgary Region	31.55	8	37.00	9
Central Region	33.50	8	n/a	2
Edmonton Region	37.22	4	40.00	5
North Region	23.95	10	29.79	4
South Region	28.84	7	n/a	n/a

Table 2. Office Manager and Practice Manager median hourly wage stratified by area of the province.

Hourly Wage by Area – Registered Technologist and Non-Registered Assistant

Area	Registered Technologist		Non-Registered Assistant	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
Calgary Region	30.50	110	21.50	56
Central Region	25.00	35	21.32	34
Edmonton Region	27.50	115	21.00	51
North Region	27.50	76	20.16	17
South Region	27.50	34	20.75	15

Table 3. Registered Technologist and Non-Registered Assistant median hourly wage stratified by area of the province.

Hourly Wage by Area – Receptionist and Kennel Assistant

Area	Receptionist		Kennel Assistant	
	Median Wage (\$)	# Responding	Median Wage (\$)	# Responding
Calgary Region	21.50	49	n/a	1
Central Region	21.32	43	n/a	1
Edmonton Region	20.55	78	19.83	36
North Region	19.25	151	19.00	135
South Region	22.00	30	19.00	7

Table 4. Receptionist and Kennel Assistant median hourly wage stratified by area of the province.

Year-Over-Year Comparison

Employee Type	2024 Median Hourly Wage (\$)	2025 Median Hourly Wage (\$)	Change
Receptionist	20.00	20.50	3%
Registered Technologist	27.50	28.60	4%
Non-Registered Assistant	20.00	21.00	5%
Kennel Assistant	17.60	19.00	8%
Office Manager	30.07	30.00	0%
Practice Manager	34.11	35.00	3%
Practice Administrator	40.00	38.18	-5%

Table 5. Median hourly wage, stratified by type of employee, for 2024 and 2025.

Health and Dental Insurance

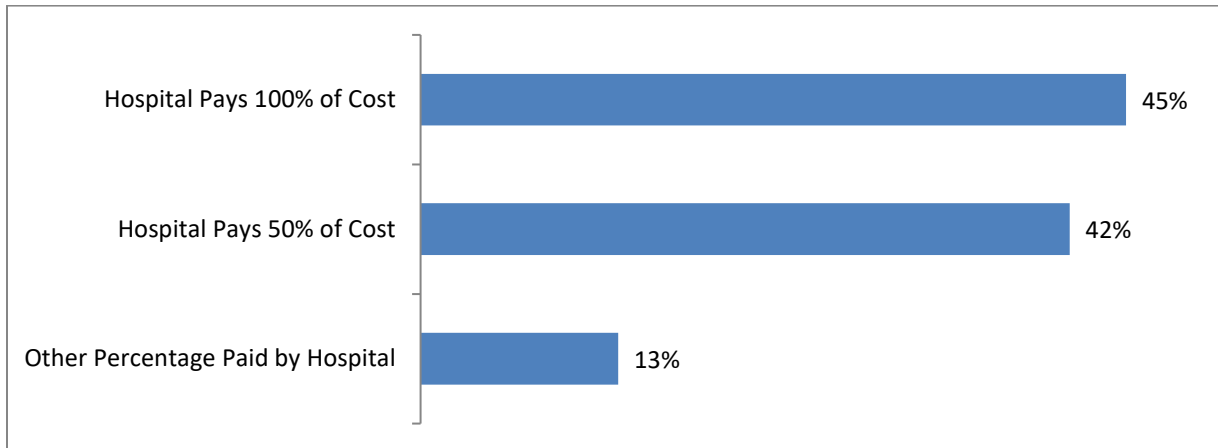


Figure 1. Hospital's share of health and dental insurance for non-DVM staff.

The majority of responding veterinary hospitals (91%) indicated that they provided this benefit to their non-DVM Staff. Most hospitals providing this benefit (45%) paid for the entire cost of this insurance, while an additional 42% covered half of the cost.

Veterinary Care Discounts

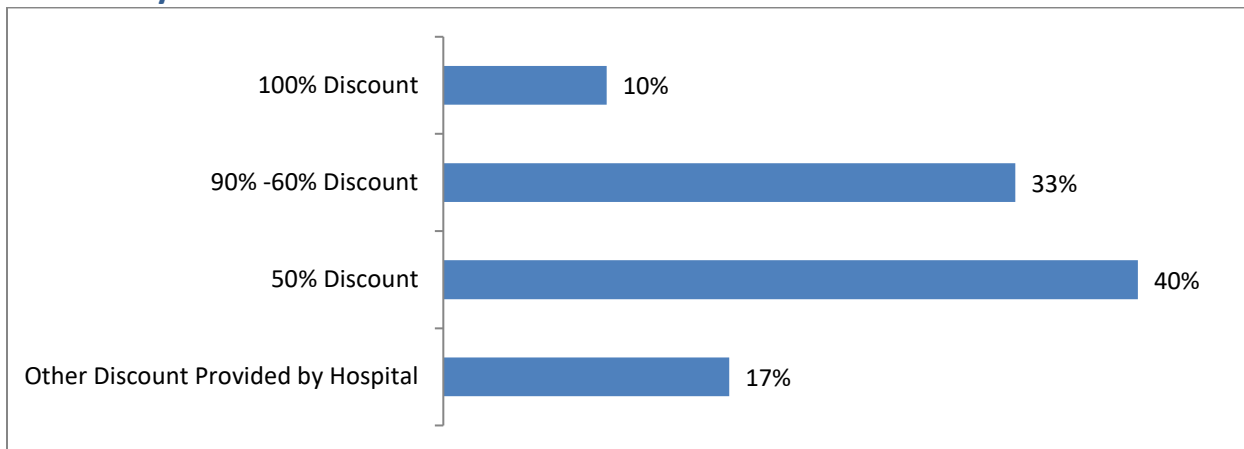


Figure 2. Veterinary care discounts for non-DVM staff.

Forty per cent of the hospitals offering this benefit did so through a discount of 50% to their staff, while 33% represented those receiving a discount between 60% and 90%. Ten percent of hospitals covered 100% of the cost, while an additional 17% had some other discount for staff, including discounts not expressible in percentage terms, such as charging for the cost of supplies used.

Veterinary Product Discounts

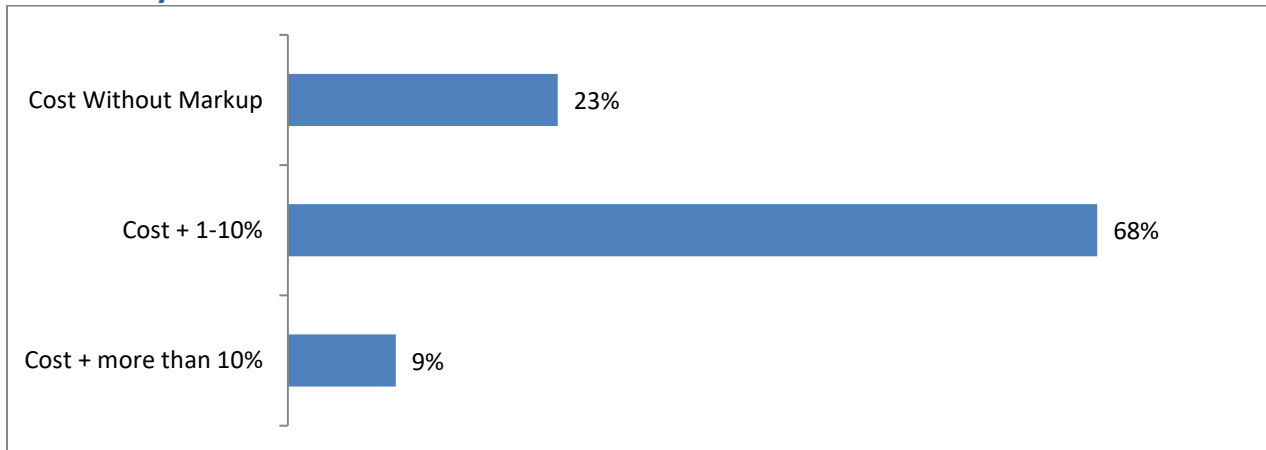


Figure 3. Veterinary product discounts for non-DVM staff.

The most common arrangement, with 68% of respondents, was to charge the cost of the product with only a 1% to 10% markup. An additional 23% of responding veterinary hospitals charged the cost without markup.

Voluntary Association Dues

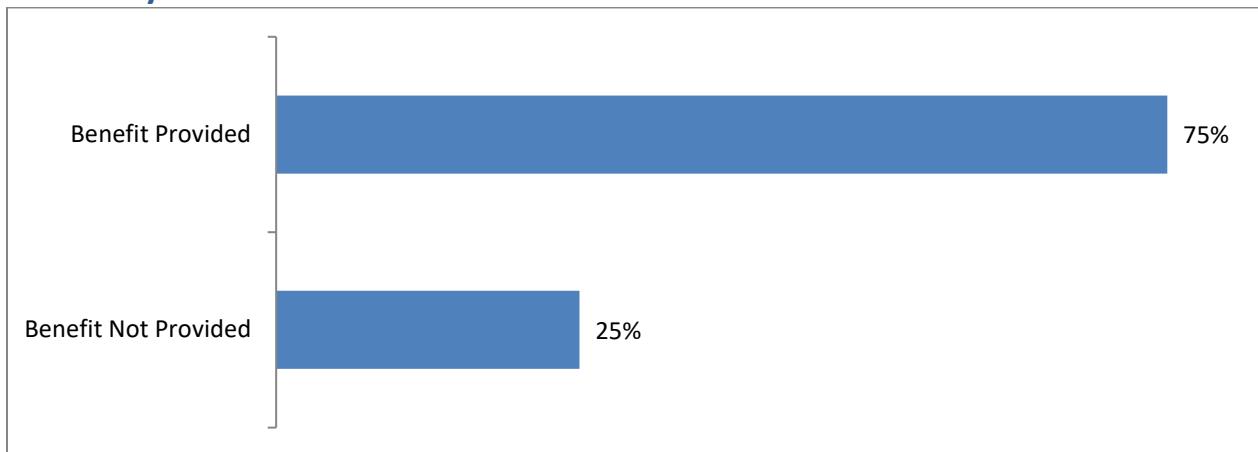


Figure 4. Percentage of veterinary hospitals providing reimbursement of voluntary association dues for non-DVM staff.

The majority (75%) of veterinary hospitals indicated that they provided non-DVM staff with reimbursement for their voluntary association dues. Of those hospitals that provided this benefit, 100% indicated that they covered the cost of voluntary association dues in full.

License/Certification

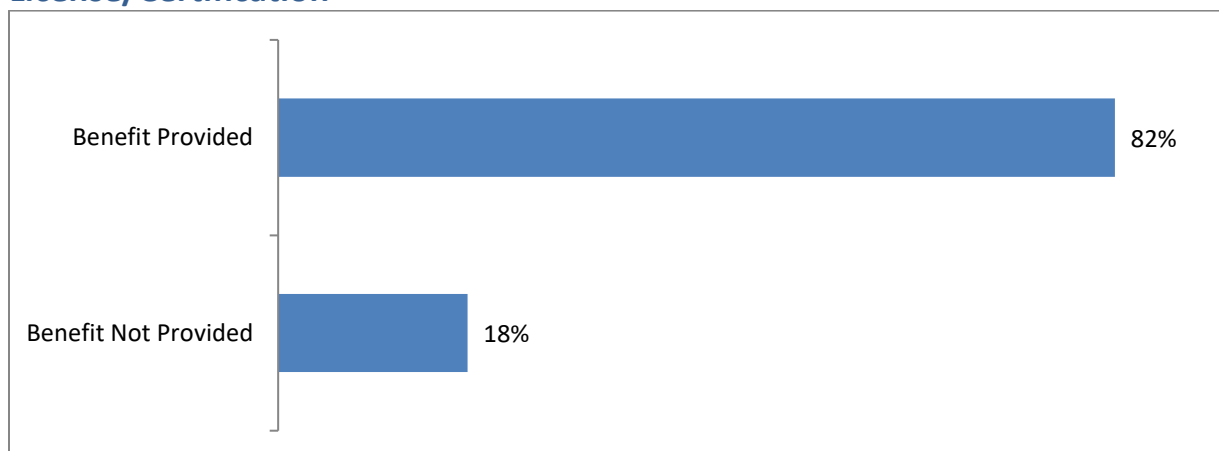


Figure 5. Percentage of veterinary hospitals providing reimbursement of license/certification cost for non-DVM staff.

Most (82%) of veterinary hospitals in Alberta provided non-DVM staff with reimbursement for license/certification. All those providing this benefit did so by paying for the cost of licensure or certification in full.