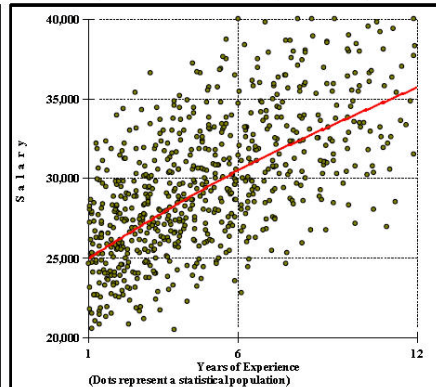


ERI's 2013 Credit Union Salary Survey provides market-based pay data for 115 benchmark jobs in this 225+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

Two pages of information are reported for each benchmark position, including job descriptions, Selected Characteristics of the Occupation (SCOs), total annual direct compensation, incentive/variable pay, survey means, medians and percentiles, and graphs with data points. The survey contains three different sections of data: 1) public data, 2) ERI Assessor databases, and 3) data provided by participants. Please see the example format below:

Categories	No. of Incumbents	Mean	First Decile	First Quartile	Median	Third Quartile	Ninth Decile	Rate of Error
<b>Public Databases</b>								
Annual Salary		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	
Incentive/Variable Pay								
Total Direct Annual Compensation		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	0.2
<b>ERI Assessor Databases</b>								
Annual Salary		\$30,513	\$26,074	\$27,900	\$29,970	\$32,661	\$35,035	
Incentive/Variable Pay		\$356	\$306	\$328	\$352	\$384	\$411	
Total Direct Annual Compensation		\$30,869	\$26,380	\$28,228	\$30,322	\$33,045	\$35,446	
<b>Survey Participants' Databases</b>								
Annual Salary		\$37,079	\$18,032	\$28,167	\$38,704	\$41,404	\$44,000	
Incentive/Variable Pay		\$1,955	\$500	\$969	\$1,456	\$3,262	\$5,000	
Total Direct Annual Compensation	227	\$39,034	\$18,532	\$29,136	\$40,160	\$44,666	\$49,000	1.1

**Position Description**  
 Greets and receives callers or visitors at establishment, and determines nature of business. Asks for caller's or visitor's name, arranges for appointment with or notifies person called upon on caller's arrival, guides caller to destination, and records name, time of call, nature of business, and person called upon. May issue visitor's pass when required. May type memos, correspondence, reports, and other documents. May operate PBX telephone console to receive incoming messages. May make future appointments and answer inquiries. May perform variety of clerical duties and other duties pertinent to type of establishment. May collect and distribute mail and messages. May work in office of medical practitioner or in other health care facility and be designated accordingly. eDOT: 237.367-038



**Selected Characteristics of Occupation (SCOs) from ERI's Occupational Assessor**

eDOT SCOs*	Mental & Stress Demands	Physical Demands	Far Acuity
eDOT code 237.367-038	<b>Understanding &amp; Memory</b>	Strength S	Depth Perception N
Occupational Code 237	Memory F	Occasionally Lift/Carry 0	Accommodation O
Specific Vocational Preparation (SVP) 4	Short Instruction Memory F	Frequently Lift/Carry 0	Color Vision N
Education Level 5	Detailed Instruction Memory F	Push/Pull N	Field of Vision O
<b>Worker Functions</b>	<b>Sustained Concentration &amp; Persistence</b>	Walking O	<b>Environmental Conditions</b>
Data 3	Short Instruction F	Sitting F	Exposure to Weather N
People 6	Detailed Instruction O	Standing O	Extreme Cold N
Things 7	Concentration & Attention F	Sit/Stand Option N	Extreme Heat N
<b>Literacy Demands</b>	Work Schedule O	Climbing N	Wet and/or Humid N
Mathematics Level 2	Work Routine F	Balancing N	Noise Intensity Level 2
Language Level 3	Work Distractions F	Stooping N	Vibration N
Reasoning Level 3	Work Decisions O	Kneeling N	Atmospheric Conditions N
<b>Aptitudes</b>	Work Completion F	Crouching N	Proximity to Moving Parts N
General Learning Ability 3	<b>Social Interaction</b>	Crawling N	Exposure to Electrical Shock N
Verbal Aptitude 3	Public Interaction F	Reaching O	Working in High Places N
Numeric Aptitude 2	Assignment/Assistance F	Reaching Upward O	Exposure to Radiation N
Spatial Aptitude 2	Work Review O	Reaching Downward O	Working With Explosives N
Form Perception 2	Peer Interaction F	Handling O	Exposure to Toxic Chemicals N
Clerical Perception 3	Work Behavior F	Fingering O	Exposure to Biohazards N
Motor Coordination 2	<b>Adaptation</b>	Feeling N	Other Environmental Conditions N
Finger Dexterity 3	Adaptation to Change O	Keyboard Use F	<b>Additional Measures</b>
Manual Dexterity 2	Hazard Awareness O	Talking F	Creativity O
Eye-Hand-Foot Coord. 2	Travel O	Hearing O	Administrative Activity O
Color Discrimination 1	Independent Planning O	Tasting/Smelling N	Discretion/Independent Judgment F
		Near Acuity O	

\* For an explanation of eDOT SCO values, please see the definitions on page 265.

**Trended EEO-1 Demographic Estimates**  
 Specific Census data can be obtained by subscribing to ERI's Geographic Assessor

Trend to Month/Year:	eDOT Title:		OES Area:		SOC Job Family:		Codes:	
	Receptionist		US - National		Receptionists and Information Clerks		eDOT Code: 237.367-038	
							OES Code: 193000700000	
							SOC Code: 434171	
	<b>Total</b>	<b>White</b>	<b>Black or African American</b>	<b>Native Hawaiian or Other Pacific Islander</b>	<b>Asian</b>	<b>Hispanic or Latino</b>	<b>Alaska Native</b>	<b>Two or More Races</b>
<b>Male</b>	7.3%	4.8%	0.9%	0.0%	0.4%	0.9%	0.1%	0.2%
<b>Female</b>	92.7%	68.2%	9.6%	0.1%	2.0%	10.5%	0.6%	1.6%
<b>Totals</b>	100.0%	72.9%	10.5%	0.1%	2.5%	11.4%	0.6%	1.8%

## Sample Information

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$153,055
ATM Manager	\$67,097
Appraiser	\$62,998
Administrative Assistant	\$43,099
Banking Teller Supervisor	\$40,028
Receptionist	\$31,854

Information is from ERI Assessor databases as of March 31, 2013.

## Benchmark Job List

Account Supervisor	Banking Loan Closer
Accountant	Banking Loan Collector
Accounting Clerk	Banking Loan Collector Commercial
Accounting Manager	Banking Loan Interviewer
Administrative Assistant	Banking Loan Manager Commercial
Advertising Manager	Banking Loan Manager Consumer
Appraiser	Banking Loan Manager Mortgage
Appraiser Commercial	Banking Loan Officer Commercial
ATM Manager	Banking Loan Officer Consumer
Bank Teller	Banking Loan Officer General
Banking Assistant Branch Manager (Major Branch)	Banking Loan Officer Mortgage
Banking Assistant Branch Manager (Minor Branch)	Banking Loan Processor
Banking Branch Administration Manager	Banking Loan Review Analyst
Banking Branch Manager (Major Branch)	Banking Loan Underwriter Mortgage
Banking Branch Manager (Minor Branch)	Banking Mortgage Clerk
Banking Code & Test Clerk	Banking Proof Machine Operator
Banking Collection Clerk	Banking Reserves Clerk
Banking Credit Analyst	Banking Safe Deposit Clerk
Banking Credit Card Control Clerk	Banking Savings Teller
Banking Credit Representative Clerk	Banking Skip Tracer
Banking Currency Counter	Banking Statement Clerk
Banking Customer Service Representative	Banking Supervisor Check Processing
Banking Disbursement Clerk	Banking Supervisor Lending Activities
Banking Electronic Transfer Coordinator	Banking Teller Foreign Banknotes
Banking Finance Sales Representative	Banking Teller Head
Banking Head of Lending	Banking Teller Loan
Banking Head of Operations	Banking Teller Receiving
Banking Head of Retail Banking	Banking Teller Supervisor
Banking Head of Trust	Banking Teller Vault
Banking Installment Loan Clerk	Banking Trust Officer
Banking Investment Analyst	Banking Trust Operations Assistant
Banking Investment Manager	Banking Wire Transfer Clerk
Banking Letter of Credit Examiner	Benefits Manager
Banking Loan Clerk	Building & Facilities Manager

Building Maintenance Worker  
Business Development Manager  
Cashiering Manager  
Chief Executive Officer  
Chief Financial Officer  
Chief Human Resources Officer  
Chief Marketing & Sales Officer  
Chief Operating Officer  
Closer  
Collection Manager  
Computer Programmer  
Credit Authorizer  
Credit Correspondent  
Credit Information Clerk  
Credit Investigator  
Credit Manager  
Estate Planner  
Executive Secretary  
Financial Analyst  
Fraud Investigator  
Human Resources Manager  
Internal Auditor  
Investment Specialist  
Janitor

Legal Director  
Legal Secretary  
Marketing Manager  
Marketing Representative  
Paralegal  
Payroll Clerk  
Payroll Manager  
Payroll Supervisor  
Proof Machine Operator  
Proof Machine Operator Supervisor  
Public Relations Manager  
Purchasing Manager  
Receptionist  
Registered Investment Representative  
Repossessor  
Safe & Vault Service Mechanic  
Sales Representative (Key Accounts)  
Secretary  
Security Guard  
Systems Analyst  
Tax Accountant  
Vault Worker  
Webmaster