

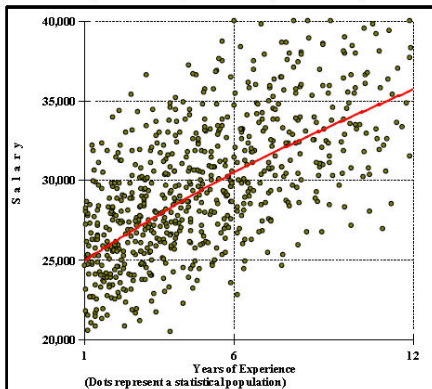
ERI's 2013 Services Salary Survey provides market-based pay data for 112 benchmark jobs in this 225+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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
Public Databases								
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
ERI Assessor Databases								
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	
Survey Participants' Databases								
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	N
eDOT code 237.367-038	<i>Understanding & Memory</i>	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
Worker Functions	<i>Sustained Concentration & Persistence</i>	Walking O	Environmental Conditions	
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
Literacy Demands	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
Aptitudes	Work Completion F	Crouching N	Proximity to Moving Parts	N
General Learning Ability 3	<i>Social Interaction</i>	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	<i>Adaptation</i>	Feeling N	Other Environmental Conditions	N
Finger Dexterity 3	Adaptation to Change O	Keyboard Use F	Additional Measures	
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 N		

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

Sample Information

Benchmark Title	Mean Total Compensation
Employment Agency Manager	\$76,655
Landscape Architect	\$77,139
Elevator Repairer	\$70,136
Interior Designer	\$60,063
Weight Reduction Specialist	\$31,788
Receptionist	\$32,592

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

Benchmark Job List

<p>Administrative Assistant Air Conditioning Servicer (Commercial) Air Conditioning Servicer (Residential) Air Conditioning Technician Alteration Tailor Appliance Service Representative Audiovisual Repairer Automobile Accessories Installer Automobile Body Repairer Automobile Detailer Automobile Rental Clerk Automobile Service Station Manager Automobile Service Writer Barber Barber or Beauty Shop Manager Bicycle Repairer Bodyguard Bookkeeper Building & Facilities Manager Building & Grounds Maintenance Worker Building & Grounds Supervisor Burglar Alarm Servicer Camera Repairer Carpenter (Gen/Maint) Chauffeur Checkroom Attendant Child Care Worker Commercial Laundry Worker Computer Equipment Repairer Cosmetologist Custom Tailor Day Care Worker Deaf Interpreter Dealer Compliance Representative</p>	<p>Deliverer Dog Groomer Doorkeeper Electric Tool Repairer Electrical Instrument Repairer Electrician Maintenance Electronics Drafter Elevator Repairer Employment Agency Manager Estate Planner Fence Erector Flight Attendant Floor Layer Florist Flying Instructor (Ground) Flying Instructor (In-Flight) Furniture Repairer Gardener Garment Sewer Gas Station Attendant Governess Groundskeeper Hairdresser Hotel Supervisor Baggage Installer Air Conditioning (HVAC) Interior Designer Investigator Investment Specialist Landscape Architect Landscape Drafter Locksmith Mailer Maintenance Mechanic Manicurist</p>
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Massage Therapist
Optician Dispensing
Painter/Paperhanger
Parking Attendant
Pawnbroker
Personal Banker
Pest Control Technician
Piano Tuner
Plumber
Porter
Pump Repairer
Rater Travel Accommodations
Receptionist
Repairer Recreational Vehicles
Reservation Clerk
Reservations Agent
Restroom Attendant
Room Service Clerk
Security Consultant
Security Guard
Security Services Security Guard
Self Service Laundry Operator
Sewing Machine Repairer

Shoe Repairer
Sports Equipment Repairer
Sports Instructor
Swimming Pool Installer
Swimming Pool Servicer
Tax Accountant
Tax Attorney
Tax Preparer
Television & Radio Repairer
Tire Repairer
Travel Agent
Travel Guide
Tree Surgeon
Tree Trimmer
Truck Driver Tow Truck
Tune-up Mechanic
Usher
Vending Machine Attendant
Webmaster
Wedding Consultant
Weight Reduction Specialist