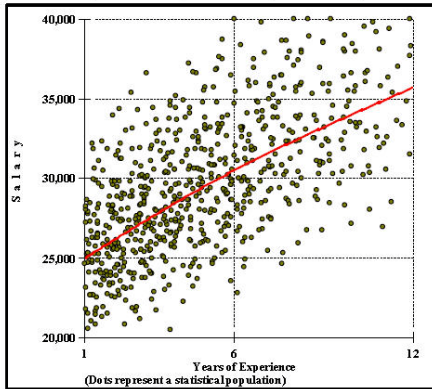


ERI's 2013 Mortgage Banking Salary Survey provides market-based pay data for 102 benchmark jobs in this 200+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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
 Greet 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	<u>Understanding & Memory</u>	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
<u>Worker Functions</u>	<u>Sustained Concentration & Persistence</u>	Walking O	<u>Environmental Conditions</u>	
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
<u>Literacy Demands</u>	Work Schedule O	Climbing N	Wet and/or Humid	N
Mathematics Level 2	Work Routine F	Balancing N	Noise Intensity Level 2	2
Language Level 3	Work Distractions F	Stooping N	Vibration	N
Reasoning Level 3	Work Decisions O	Kneeling N	Atmospheric Conditions	N
<u>Abilities</u>	Work Completion F	Crouching N	Proximity to Moving Parts	N
General Learning Ability 3	<u>Social Interaction</u>	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	<u>Adaptation</u>	Feeling N	Other Environmental Conditions	N
Finger Dexterity 3	Adaptation to Change O	Keyboard Use F	<u>Additional Measures</u>	
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:	Codes:							
eDOT Title: Receptionist	eDOT Code: 237.367-038							
OES Area: US - National	OES Code: 193000700000							
SOC Job Family: Receptionists and Information Clerks	SOC Code: 434171							
		Black or African American	Native Hawaiian or Other Pacific Islander	Asian	Hispanic or Latino	Alaska Native	Two or More Races	
Male	Total	7.3%	0.0%	0.4%	0.9%	0.1%	0.2%	
Female	White	68.2%	0.1%	2.0%	10.5%	0.6%	1.6%	
Totals	Female	72.9%	0.1%	2.5%	11.4%	0.6%	1.8%	

Sample Information

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$153,847
Cashiering Manager	\$67,639
Payroll Supervisor	\$57,489
Webmaster	\$75,659
Receptionist	\$31,855

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

Benchmark Job List

Account Information Clerk	Banking Loan Underwriter Mortgage
Account Supervisor	Banking Mortgage Clerk
Accountant	Banking Proof Machine Operator
Accounting Clerk	Banking Reserves Clerk
Accounting Manager	Banking Skip Tracer
Administrative Assistant	Banking Statement Clerk
Advertising Manager	Banking Supervisor Lending Activities
Appraiser Residential	Banking Teller Head
Audit Clerk	Banking Teller Loan
Bank Teller	Banking Teller Receiving
Banking Assistant Branch Manager (Major Branch)	Banking Teller Supervisor
Banking Assistant Branch Manager (Minor Branch)	Banking Wire Transfer Clerk
Banking Branch Administration Manager	Benefits Analyst
Banking Branch Manager (Major Branch)	Benefits Manager
Banking Branch Manager (Minor Branch)	Building & Facilities Manager
Banking Code & Test Clerk	Building Maintenance Worker
Banking Collection Clerk	Business Development Manager
Banking Credit Analyst	Buyer/Purchasing Agent
Banking Credit Representative Clerk	Cashier
Banking Customer Service Representative	Cashiering Manager
Banking Disbursement Clerk	Chief Executive Officer
Banking Electronic Transfer Coordinator	Chief Financial Officer
Banking Finance Sales Representative	Chief Human Resources Officer
Banking Head of Lending	Chief Marketing & Sales Officer
Banking Head of Operations	Chief Operating Officer
Banking Head of Retail Banking	Closer
Banking Installment Loan Clerk	Collection Manager
Banking Letter of Credit Examiner	Computer Programmer
Banking Loan Clerk	Credit & Collection Manager
Banking Loan Closer	Credit Authorizer
Banking Loan Collector	Credit Correspondent
Banking Loan Manager Mortgage	Credit Information Clerk
Banking Loan Officer Mortgage	Credit Investigator
Banking Loan Processor	Credit Manager
Banking Loan Review Analyst	Customer Service Supervisor

Executive Secretary
Executive Vice President
Financial Analyst
Fraud Investigator
Human Resources Manager
Internal Auditor
Investor Relations Manager
Janitor
Legal Director
Legal Secretary
Marketing Manager
Marketing Representative
Mortgage Lending Broker
Mortgage Loan Interviewer
Paralegal
Payroll Clerk
Payroll Manager

Payroll Supervisor
Programmer Analyst
Proof Machine Operator
Proof Machine Operator Supervisor
Public Relations Manager
Public Relations Representative
Purchasing Manager
Receptionist
Sales Representative (Key Accounts)
Secretary
Security Guard
Staff Attorney
Systems Analyst
Tax Accountant
Webmaster