

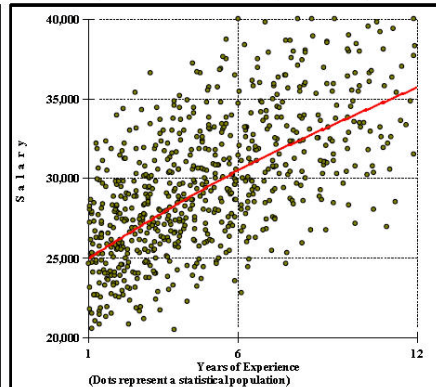
ERI's 2013 Property Management Salary Survey provides market-based pay data for 95 benchmark jobs in this 175+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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 |
|---|--|---------------------------|-----------------------------------|
| eDOT code 237.367-038 | Understanding & Memory | 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 | Sustained Concentration & Persistence | 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 | Social Interaction | 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 | Adaptation | 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 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 |
| | Total | White | 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 |
|-------------------------------|-------------------------|
| Chief Human Resources Officer | \$271,795 |
| Safety Manager | \$92,348 |
| Painting Supervisor | \$61,428 |
| Electrician Helper | \$31,201 |
| Receptionist | \$32,493 |

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

Benchmark Job List

| | |
|---------------------------------|--------------------------------|
| Accountant | Employment Representative |
| Accounting Clerk | Executive Secretary |
| Accounting Manager | Executive Vice President |
| Accounts Payable Clerk | File Clerk |
| Accounts Receivable Clerk | Financial Analyst |
| Administrative Assistant | Fraud Investigator |
| Advertising Manager | Front Desk Receptionist |
| Area Sales Manager | Gardener |
| Boiler Operator | Gate Guard |
| Bookkeeper | General Maintenance Supervisor |
| Budget Analyst | General Maintenance Worker |
| Building & Facilities Manager | Graphic Designer |
| Building Cleaner | Groundskeeper |
| Building Maintenance Worker | Help Desk Representative |
| Building Superintendent | Human Resources Clerk |
| Business Office Manager | Human Resources Manager |
| Carpenter (Gen/Maint) | HVAC Mechanic |
| Carpenter Supervisor | Interior Designer |
| Chief Executive Officer | Janitor |
| Chief Financial Officer | Landscape Supervisor |
| Chief Human Resources Officer | Lease Records Clerk |
| Chief Marketing & Sales Officer | Leasing Manager/Property |
| Chief Operating Officer | Legal Secretary |
| Collection Manager | Locksmith |
| Commercial Appraiser | Mail Clerk |
| Computer Programmer | Mailroom Supervisor |
| Condominium Manager | Maintenance Electrician |
| Contract Technician | Maintenance Supervisor |
| Credit & Collection Clerk | Maintenance Worker |
| Database Administrator | Marketing Manager |
| Doorkeeper | Painter/Paperhanger |
| Drapery Hanger | Painting Supervisor |
| Drywall Installer | Paperhanger |
| Electrician Helper | Paralegal |
| Elevator Repairer | Payroll Clerk |

Payroll Supervisor
Plumber
Plumber Supervisor
Property Handyman
Property Management Director
Property Management Sales Representative
Property Management Supervisor
Property Manager
Purchasing Clerk
Purchasing Manager
Real Estate Attorney
Real Estate Paralegal
Receptionist

Receptionist PBX Operator
Residence Leasing Agent
Roofer
Safety Manager
Secretary
Security Guard
Security Manager
Security Supervisor
Systems Analyst
Top Real Estate Officer
Truck Driver Van
Web Administrator