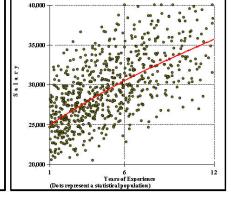
**ERI's 2013 Retail Salary Survey** provides market-based pay data for 106 benchmark jobs in this 200+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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/VariablePay		120111001						
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		\$32,661	\$35,035	
Incentive/VariablePay		\$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/VariablePay		\$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	ì	Far Acuity	N
		Understanding & Memory		Strength	S	Depth Perception	N
eDOT code	237.367-038	Memory	F	Occasionally Lift/Carry	0	A ccommodation	0
Occupational Code	237	Short Instruction Memory	F	Frequently Lift/Carry	0	Color Vision	N
Specific Vocational Preparation (S)	VP) 4	Detailed Instruction Memory	F	Push/Pull	N	Field of Vision	0
Education Level	5	Sustained Concentration & Persisten	ce	Walking	0	Environmental Conditions	
Worker Functions		Short Instruction	F	Sitting	F	Exposure to Weather	N
Data	3	Detailed Instruction	0	Standing	0	Extreme Cold	N
People	6	Concentration & Attention F		Sit/Stand Option	N	Extreme Heat	
Things	7	Work Schedule	0	Climbing	N	Wet and/or Humid	N
Literacy Demands		Work Routine	F	Balancing	N	Noise Intensity Level	2
Mathematics Level	2	Work Distractions	F	Stooping	N	Vibration	N
Language Level	3	Work Decisions	0	Kneeling	И	Atmospheric Conditions	N
ReasoningLevel	3	Work Completion	F	Crouching	N	Proximity to Moving Parts	N
Aptitudes	93	Social Interaction		Crawling	N	Exposure to Electrical Shock	И
General Learning Ability	3	Public Interaction	F	Reaching	0	Working In High Places	N
V erbal Aptitude	3	A ssignment/A ssistance	F	Reaching Upward	0	Exposure to Radiation	N
Numeric Aptitude	2	Work Review	0	ReachingDownward	0	Working With Explosives	N
Spatial Aptitude	2	Peer Interaction	F	Handling	0	Exposure to Toxic Chemicals	N
Form Perception	2	Work Behavior	F	Fingering	0	Exposure to Biohazards	N
Clerical Perception	3	Adaptation		Feeling	N	Other Environmental Conditions	N
Motor Coordination	2	A daptation to Change	0	Keyboard Use	F	Additional Measures	
Finger Dexterity	3	Hazard Awareness	0	Talking	F	Creativity	0
Manual Dexterity	2	Travel	0	Hearing	0	Administrative Activity	0
Eye-Hand-Foot Coord.	2	Independent Planning	0	Tasting/Smelling	N	Discretion/Independent Judgment	F
Color Discrimination	1			Near Acuity	0		

<sup>\*</sup> 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/YeDOT Title:		Receptionist			Codes: eDOT Code:		237.367-038	
OES Area:		US - National			OES Code:		1930007000000	
SOC Job Family:		Receptionists and In	formation Clerks		SOC Code:		434171	
			Black or African	Native Hawaiian or Other Pacific			American Indian or	
	Total	White	American	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	\$228,556			
Accounting Manager	\$102,104			
Merchandising Supervisor	\$70,671			
Administrative Assistant	\$44,506			
Shipping Clerk	\$34,142			
Warehouse Worker	\$31,394			

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

## Benchmark Job List

Accountant Computer Sales Representative

Accounting Clerk

Accounting Manager

Credit & Collection Clerk

Credit Card Control Clerk

Administrative Assistant Credit Manager
Advertising Coordinator Custom Tailor

Advertising Manager Customer Service Director
Auctioneer Customer Service Manager

Automobile Parts Sales Representative Customer Service Representative (General Calls)

Automobile Rental Clerk Customer Service Representative (Specialized Calls)

Automobile Service Station Manager

Automotive Service Station Attendant

Baker

Display Designer

Display Maker

Bakery Manager Employee Training Specialist
Benefits Analyst Employment Representative

Branch Store Manager Florist

Branch Store Supervisor Food Services Manager (Full Menu)

Building & Facilities Manager Food Services Manager (Mid-Size Location)

Butcher Food Services Manager (Small Location)

Buyer Assistant Grocery Buyer

Cashier Hearing Aid Specialist

Cashier Associate Home Furnishings Salesperson
Cashier General Human Resources Manager

Cashier Retail Internal Auditor

Cashiering Manager Inventory Control Planner

Chief Executive Officer Janitor
Chief Financial Officer Jeweler

Chief Human Resources Officer Loss Prevention Manager
Chief Marketing & Sales Officer Maintenance Worker General

Chief Operating OfficerMarket Research AnalystCoffee Shop ManagerMarketing ManagerCollection ManagerMeat Cutter RetailCollection SupervisorMerchandise DisplayerComparison ShopperMerchandise MarkerComputer ProgrammerMerchandising Manager

Merchandising Supervisor New-Car Prep Mechanic

Office Equipment Sales Representative

Parts Manager Parts Salesperson Pawnbroker

Payroll Clerk

**PBX Operator Receptionist** 

Pharmacist

Pharmacy Technician

Product or Brand Sales Manager

Public Relations Manager Regional Sales Manager Retail Retail Area Sales Manager

Retail Sales Clerk

Retail Store Assistant Manager (Experience)

Retail Store Manager (Experience)

Safety Manager Sales Analyst

Sales Order Manager

Sales Training Manager

Salesperson Women's Apparel

Security Guard Security Manager Shipping Clerk

Stereo Equipment Salesperson

Stock Clerk Retail

Surveillance System Monitor

Systems Analyst

Time Clerk

Top Merchandising Officer Top Merchandising Planner Top Real Estate Officer Warehouse Supervisor Warehouse Worker

Webmaster

**Wedding Consultant** 

Zone/District Retail Sales Manager