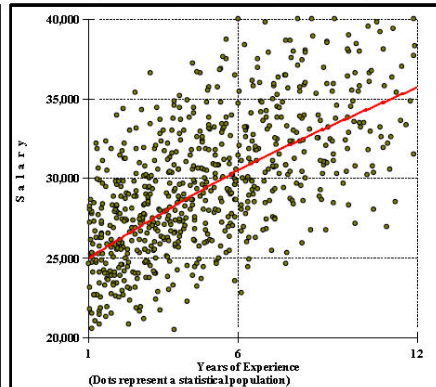


ERI's 2013 Assisted Living and Long-term Care Salary Survey provides market-based pay data for 122 benchmark jobs in this 240+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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
Abilities	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	\$212,702
Office Manager	\$53,644
General Maintenance Supervisor	\$60,400
Home Care Aide Coordinator	\$37,974
Receptionist	\$32,319

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

Benchmark Job List

Accountant	General Maintenance Supervisor
Accounting Clerk	General/Institution Cook
Accounting Manager	Gerontologist
Administrative Assistant	Gerontology Nurse
Admitting Specialist	Grant Coordinator
Advertising Manager	Grant Writer
Benefits Analyst	Groundskeeper
Bookkeeper	Head Nurse
Building & Facilities Manager	Head of Dietary & Food Services
Bus Driver	Home Care Aide Coordinator
Certified Medication Technician	Home Care Aide Supervisor
Certified Nurse Assistant	Home Care Director
Charge Nurse	Home Care LPN
Chief Executive Officer	Home Care Nurse
Chief Financial Officer	Home Health Aide
Chief Human Resources Officer	Hospice Director
Chief Marketing & Sales Officer	Hospital Insurance Representative
Chief Operating Officer	Housekeeping Director
Clerk Typist	Housekeeping Supervisor
Coder Health Care	Human Resources Clerk
Coder Medical Records	Human Resources Manager
Compliance Specialist	Insurance Billing Clerk
Controller, Top Corporate	Internal Auditor
Deaf Interpreter	Janitor
Diagnosis Related Group Coordinator	Laundry Manager Hospital
Dietary Technician	Mail Clerk
Dietician	Maintenance Supervisor
Dining Room Attendant	Maintenance Worker General
Employment Interviewer	Marketing Manager
Executive Secretary	Medical Director
Exercise Physiologist	Medical Laboratory Manager
Financial Analyst	Medical Laboratory Technician
Food Service Worker	Medical Records Administrator
Fundraiser	Medical Records Clerk
Fundraising Manager	Medical Reimbursement Head

Medical Services Manager
Medical Social Worker
Medical Technologist
Medical Unit Manager
Nurse Licensed Practical
Nurse Practitioner
Nursing Aide
Nursing Director
Nursing Home Director
Nursing Services Director
Nutrition Educator
Office Manager
Patient Representative
Patient Transporter
Payroll Clerk
Payroll Supervisor
PBX Operator Receptionist
Pharmacist
Pharmacy Technician
Phlebotomist
Physical Therapist
Physical Therapy Manager
Physical Therapy Technician
Private Duty Nurse
Public Relations Manager
Purchasing Manager
Radiology Technologist
Receptionist
Recreational Therapist
Registered Nurse
Rehabilitation Clerk
Rehabilitation Services Director
Residential Care Sales Representative
Respiratory Therapist
Respiratory Therapy Manager
Respiratory Therapy Technician
Safety Manager
Secretary
Security Guard
Security Manager
Special Events Manager
Staff Attorney
Top Administrative Officer
Top IT Officer
Top Labor Relations Officer
Top Legal Officer
Top Medical Services Executive
Top Regulatory Affairs Executive
Ultrasound Technologist
Unit Clerk
Utilization Review/Quality Assurance Coordinator
Volunteer Services Director