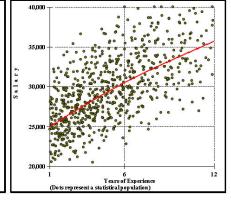
ERI's 2013 Digital Communications Salary Survey provides market-based pay data for 112 benchmark jobs in this 225+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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 oj Erroi
Public Databases								
Annual Salary		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	
Incentive/VariablePay								
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/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		Far Acuity	N
		Understanding & Memory		Strength	S	Depth Perception	N
	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 (SVP) 4 Detailed Instruction Memory F		F	Push/Pull	И	Field of Vision	0	
Education Level	5	Sustained Concentration & Persistence		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	ExtremeHeat	N
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	И	Vibration	N
Language Level	3	Work Decisions	0	Kneeling	N	Atmospheric Conditions	N
ReasoningLevel	3	Work Completion	F	Crouching	N	Proximity to Moving Parts	N
Aptitudes		Social Interaction		Crawling	N	Exposure to Electrical Shock	N
General Learning Ability	3	Public Interaction	F	Reaching	0	Working In High Places	N
Verbal 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 Dextenty	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	O	Tasting/Smelling	N	Discretion/Independent Judgment	F
Color Discrimination	1			Near Acuity	0		

^{*} 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:		eceptionist			Codes: eDOT Code:		237.367-038	
OES Area:	U	S - National			OES Code:		1930007000000	
SOC Job Family:	R	eceptionists 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	\$255,093			
Field Service Manager	\$85,998			
Electronics Technician	\$46,186			
Telephone Dispatch Supervisor	\$48,690			
Etched Circuit Processor	\$35,849			
Receptionist	\$32,487			

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

Cashier

Benchmark Job List

Accountant Commercial Broadcast Engineer

Accounting Clerk Communications Analyst

Administrative Assistant Computer Maintenance Technician

Area Sales Manager Computer Programmer
Avionics Technician Customer Service Director
Benefits Manager Customer Service Supervisor

Buyer/Purchasing Agent Drafter (Moderate)
Cable Engineer Outside Plant Drafter (Simple)
Cable Puller Electrical Engineer

Cable Splicer Electrical Engineering Technician

Cable Supervisor Electrical Inspector

Cable Television Installer Electronic Equipment Repairer

Cable Tester Electronics Technician
Cable Wirer Engineering Manager

CAD/CAM Design Drafter Engineering Technician
CAD/CAM/CAE Technician Etched Circuit Processor
Calibration Laboratory Technician Executive Secretary

Calibrator Executive Vice President
Call Center Representative (Complex Calls) Field Engineer Radio/TV
Call Center Representative (General Calls) Field Service Engineer
Call Center Representative (Specialized Calls) Field Service Manager

Central Office Equipment Engineer Financial Analyst

Central Office OperatorGovernment Affairs DirectorCeramic Capacitor ProcessorHardware Design ManagerChemical EngineerHuman Resources Manager

Field Service Technician

Chemical Engineering Technician Industrial Designer
Chief Executive Officer Industrial Engineer

Chief Financial Officer Industrial Engineering Technician
Chief Human Resources Officer Infrastructure Project Manager
Chief Marketing & Sales Officer Integrated Circuit Designer

Chief Operating Officer Integrated Circuit Fabricator

Civil Engineer Janitor
Civil Engineering Technician Line Erector

Maintenance Worker

Management Configuration Analyst

Market Research Analyst Marketing Manager Mechanical Engineer

Microelectronics Technician

Network Communications Technician

Order Clerk

Outside Plant Engineer

Payroll Manager PC Specialist

Photo Mask Cleaner

Printed Circuit Board Plater Printed Circuit Designer

Project Engineer

Project Manager (Experience)

Purchasing Manager

Radio & TV Broadcasting Sales Representative

Radio Mechanic Receptionist

Secretary

Semiconductor Bonder Semiconductor Processor Semiconductor Wafers Plater

Systems Analyst

Telecommunications Director Telecommunications Engineer Telecommunications Manager

Telecommunications Sales Representative

Telephone Central Office Repairer Telephone Dispatch Supervisor Telephone Equipment Engineer

Telephone Installer
Telephone Line Installer

Telephone Maintenance Mechanic

Telephone Operator

Telephone Operator Chief

Telephone Sales Representative

Telephone Station Installer & Repairer

Transformer Assembler Transformer Repairer Transmitter Operator Truck Crane Operator

Wire Wrapping Machine Operator