

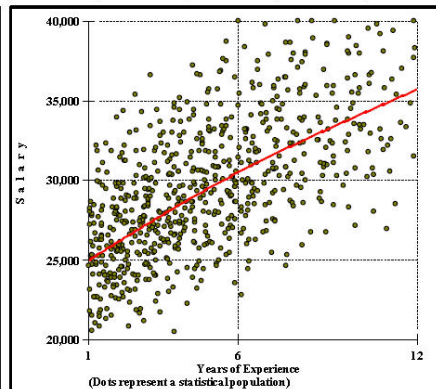
**ERI's 2012 All Nonprofits Salary Survey** provides market-based pay data for 123 benchmark jobs in this 245+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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
<b>Public Databases</b>								
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
<b>ERI Assessor Databases</b>								
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	
<b>Survey Participants' Databases</b>								
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	<b>Understanding &amp; Memory</b>	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
<b>Worker Functions</b>	<b>Sustained Concentration &amp; Persistence</b>	Walking O	<b>Environmental Conditions</b>
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
<b>Literacy Demands</b>	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
<b>Aptitudes</b>	Work Completion F	Crouching N	Proximity to Moving Parts N
General Learning Ability 3	<b>Social Interaction</b>	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	<b>Adaptation</b>	Feeling N	Other Environmental Conditions N
Finger Dexterity 3	Adaptation to Change O	Keyboard Use F	<b>Additional Measures</b>
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
	<b>Total</b>	<b>White</b>	<b>Black or African American</b>	<b>Native Hawaiian or Other Pacific Islander</b>	<b>Asian</b>	<b>Hispanic or Latino</b>	<b>Alaska Native</b>	<b>American Indian or Alaska Native</b>	<b>Two or More Races</b>
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	\$149,807
Marketing Manager	\$89,594
Dietary Technician	\$34,391
Archivist	\$52,109
Recreation Aide	\$25,866
Receptionist	\$31,883

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

## Characteristics of Participating Organizations (information taken from the ERI Survey Participant Database)

Revenue	Percent of Organizations
Less than \$100,000	8
\$100,000-\$1,000,000	4
\$1,000,000-\$10,000,000	28
\$10,000,000-\$100,000,000	50
\$100,000,000-\$1,000,000,000	9
Greater than \$1,000,000,000	2

## Benchmark Job List

Accountant	Chief Operating Officer
Accounting Clerk	Clergy Member
Accounting Manager	Clergy Member Head
Advertising Manager	Clerical Assistant
Archivist	Clerk Typist
Art Supervisor	Clinical Therapist
Artifacts Conservator	Community Affairs Manager
Benefits Analyst	Community Development Manager
Benefits Clerk	Compensation & Benefits Manager
Bilingual Secretary	Computer Network Analyst
Bookkeeper	Computer Operations Manager
Budget Analyst	Computer Programmer
Budget Manager	Computer Services Manager
Building & Facilities Manager	Computer Technical Support Specialist
Bus Driver	Controller, Top Corporate
Cashier	Counselor
Certified Nurse Assistant	Curator
Chemical Dependency Counselor	Customer Service Director
Chief Executive Officer	Customer Service Representative (General Calls)
Chief Financial Officer	Customer Service Supervisor
Chief Human Resources Officer	Data Entry Operator
Chief Marketing & Sales Officer	Database Administrator

Deaf Interpreter  
Dietary Technician  
Educational Resource Coordinator  
Employee Training Specialist  
Employment Manager  
Executive Secretary  
Executive Vice President  
File Clerk  
Financial Aid Counselor  
Financial Analyst  
Food Service Worker  
Food Services Supervisor  
Front Desk Receptionist  
Fundraiser  
Fundraising Director  
Fundraising Manager  
General/Institution Cook  
Grant Coordinator  
Grant Writer  
Graphic Designer  
Groundskeeper  
Historian  
Historic Sites Administrator  
Horticulturist  
Human Resources Analyst  
Human Resources Clerk  
Human Resources Manager  
Internal Auditor  
Interpreter  
Janitor  
Janitorial Supervisor  
LAN/WAN Administrator  
Librarian  
Librarian Head  
Library Assistant  
Mail Clerk  
Maintenance Supervisor  
Maintenance Worker  
Marketing Manager  
Marketing Representative

Medical Social Worker  
Membership Manager  
Membership Solicitor  
Museum Exhibit Builder  
Nurse Public Health  
Office Helper  
Office Manager  
Payroll Clerk  
Payroll Supervisor  
PBX Operator Receptionist  
PC Specialist  
Political Scientist  
Program Manager  
Psychiatric Aide  
Psychiatric Technician  
Public Relations Manager  
Public Relations Representative  
Receptionist  
Recreation Aide  
Recreation Supervisor  
Religious Worker  
Secretary  
Security Director  
Security Guard  
Social Services Aide  
Social Services Director  
Special Events Manager  
Statistical Clerk  
Systems & Programming Manager  
Top Administrative Officer  
Top IT Officer  
Top Legal Officer  
Top Research Officer  
Transportation Manager  
Truck Driver Van  
Veterans Contact Representative  
Volunteer Services Director  
Warehouse Worker  
Webmaster