ERI's 2013 Insurance Salary Survey provides market-based pay data for 116 benchmark jobs in this 230+ 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		Third Quartile	Ninth Decile	Rate of Error
Public Databases Annual Salary Incentive/VariablePay Total Direct Annual Compensation		\$26,404 \$26,404	\$19,014 \$19,014	\$21,622 \$21.622		\$33,302 \$33,302	\$37,702 \$37,702	0.2
ERI Assessor Databases Annual Salary Incentive/Variable Pay Total Direct Annual Compensation		\$30,513 \$356 \$30,869	\$26,074 \$306 \$26,380	\$27,900 \$328 \$28,228	\$29,970 \$352	\$32,661 \$384 \$33,045	\$35,035 \$411 \$35,446	
Survey Participants' Databases Annual Salary Incentive/VariablePay Total Direct Annual Compensation	227	\$37,079 \$1,955 \$39,034	\$18,032 \$500 \$18,532	\$28,167 \$969 \$29,136	\$1,456	\$41,404 \$3,262 \$44,666	\$44,000 \$5,000 \$49,000	1.1
Position Description Greets and receives callers or visitors at establishment, and det or visitor's rame, arranges for appointment with or notifies pers caller to destination, and records name, time of call, nature of b visitor's pass when required. May type memos, correspondence operate PBX telephone console to receive incoming messages. inquiries. May perform variety of clerical duties and other duti collect and distribute mail and messages. May work in office of facility and be designated accordingly. eDOT: 237.367-038	on called upon usiness, and pe e, reports, and May make fut es pertinent to	on caller's arriva rson called upon other document ire appointments type of establist	al, guides May issue s. May : and answer ument. May	40,000 - 35,000 - - - - - - - - - - - - - - - - - -	Dots represent a st	Years of Experi Histical populatio	ence n)	12

Selected Characteristics of Occupation (SCOs) from ERI's Occupational Assessor

eDOT SCOs*		Mental & Stress Demands		Physical Demands	2	Far Acuity	Ν
		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 (SVP)	4	Detailed Instruction Memory	F	Push/Pull	N	Field of Vision	0
EducationLevel	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	ExtremeCold	N
People	6	Concentration & Attention	F	Sit/Stand Option	N	ExtremeHeat	N
Things	7	WorkSchedule	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
LanguageLevel	3	Work Decisions	0	Kneeling	N	Atmospheric Conditions	N
ReasoningLevel	3	Work Completion	F	Crouching	N	Proximity to Moving Parts	N
Aptitudes	22	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	ReachingUpward	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		

* 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 eDOT Title:	biedr.	Receptionist			Codes: eDOT Code:		237.367-038	
OES Area:		US - National			OES Code:		1930007000000	
SOC Job Family	y:	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 Race
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%

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$202,979
Collection Manager	\$68,401
Mailroom Supervisor	\$44,345
Financial Analyst	\$71,099
Benefits Claim File Clerk	\$38,632
Receptionist	\$32,211

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	6
\$100,000-\$1,000,000	
\$1,000,000-\$10,000,000	6
\$10,000,000-\$100,000,000	38
\$100,000,000-\$1,000,000,000	38
Greater than \$1,000,000,000	13

Benchmark Job List

Account SupervisorCall Center ManagerAccountantCall Center Nurse RNAccounting ClerkCall Center Representative (General Calls)Accounting ManagerCall Center Representative (Specialized Calls)Actuary (Associate)Casualty Insurance UnderwriterActuary (Enrolled)Chief Executive OfficerActuary (Fellow)Chief Financial OfficerAdministrative AssistantChief Human Resources Officer
Accounting ClerkCall Center Representative (General Calls)Accounting ManagerCall Center Representative (Specialized Calls)Actuary (Associate)Casualty Insurance UnderwriterActuary (Enrolled)Chief Executive OfficerActuary (Fellow)Chief Financial Officer
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Actuary (Enrolled)Chief Executive OfficerActuary (Fellow)Chief Financial Officer
Actuary (Fellow) Chief Financial Officer
Administrative Assistant Chief Human Resources Officer
Advertising Manager Chief Marketing & Sales Officer
Annuities Representative Chief Operating Officer
Appraiser Claims Examiner
Appraiser Commercial Claims Manager
Art Appraiser Claims Supervisor
Benefits Analyst Collection Manager
Benefits Claim File Clerk Compliance Officer
Benefits Manager Compliance Specialist
Bilingual Secretary Contract Administration Director
Building & Facilities Manager Contract Administration Supervisor
Building Maintenance Worker Customer Service Manager
Business Analyst Customer Service Representative (General Calls)
Business Development Representative Customer Service Representative (Specialized Calls)

Database Administrator EDI Manager EDI Specialist Equipment Appraiser **Executive Secretary Financial Analysis Manager Financial Analyst** Human Resources Analyst Human Resources Clerk Human Resources Manager Insurance Automobile Damage Appraiser **Insurance Billing Clerk Insurance Cancellation Clerk Insurance Claims Adjuster Insurance Claims Agent Insurance Claims Clerk Insurance Clerk Insurance Customer Service Representative** (Commercial) Insurance Customer Service Representative (Personal) **Insurance Director** Insurance Manager **Insurance Manager Branch Office Insurance Policy Change Clerk Insurance Policy Value Calculator Insurance Policyholder Information Clerk** Insurance Rater **Insurance Reinsurance Clerk Insurance Research Analyst Insurance Review Clerk Insurance Sales Agent Insurance Sales Manager Insurance Special Agent Insurance Supervisor** Insurance Underwriter Commercial Property Insurance Underwriting Clerk Internal Auditor Invoice Clerk

Life Insurance Agent Life Insurance Underwriter Mail Clerk Mailroom Supervisor **Marketing Manager Medical Claims Review Manager** Medical Director Nurse Call Center Manager Nurse Case Manager Paralegal Payroll Clerk **Payroll Supervisor** Personal Lines Insurance Underwriter **Public Relations Representative Purchasing Manager** Receptionist **Risk Management Analyst Risk Management Manager Risk Management Supervisor Risk Management Top Executive** Sales Supervisor Insurance Sales Training Manager Secretary Special Agent Group Insurance Special Events Manager Staff Attorney Systems Analyst **Telecommunications Manager Telemarketing Representative Telemarketing Supervisor Title Insurance Sales Representative** Underwriter **Underwriting Manager** Webmaster Workers' Compensation Manager