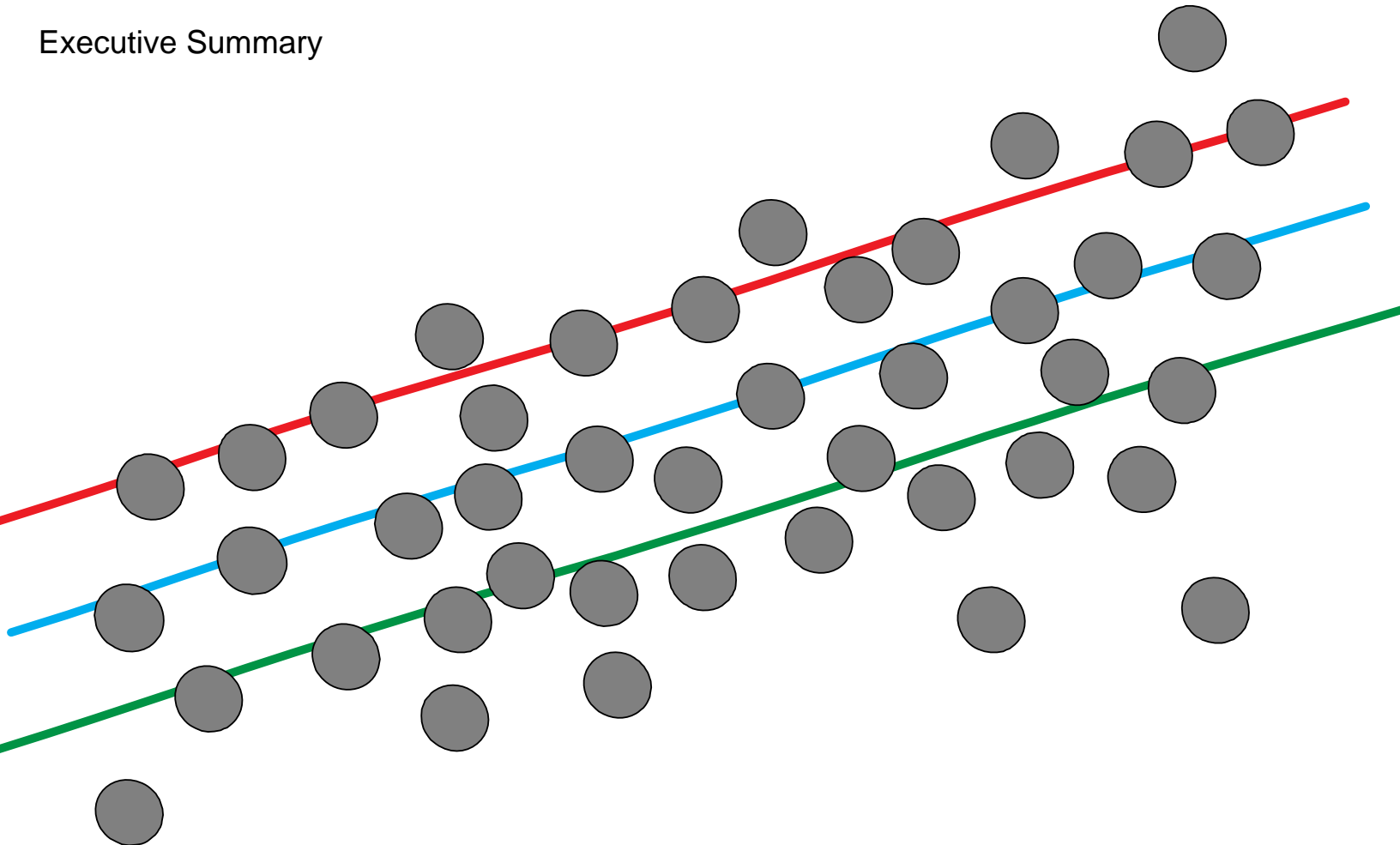




# Insurance Salary Survey

Executive Summary

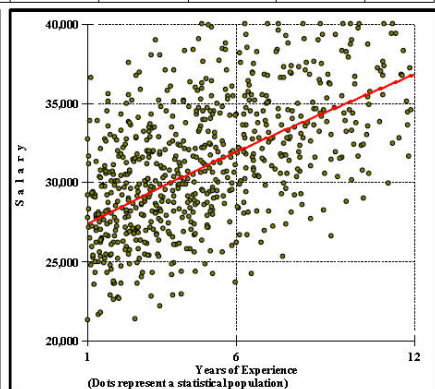


**ERI's 2014 Insurance Salary Survey** provides market-based pay data for 122 benchmark jobs in this 230+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2014.

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		\$35,965	\$27,101	\$30,225	\$35,433	\$44,396	\$49,774	
Incentive/Variable Pay								
Total Direct Annual Compensation		\$35,965	\$27,101	\$30,225	\$35,433	\$44,396	\$49,774	0.3
<b>ERI Assessor Databases</b>								
Annual Salary		\$31,953	\$27,314	\$29,227	\$31,395	\$34,214	\$36,701	
Incentive/Variable Pay		\$442	\$381	\$407	\$438	\$477	\$512	
Total Direct Annual Compensation		\$32,395	\$27,695	\$29,634	\$31,833	\$34,691	\$37,213	
<b>Survey Participant Database</b>								
Annual Salary		\$25,326	\$17,244	\$20,134	\$23,138	\$27,049	\$30,810	
Incentive/Variable Pay								
Total Direct Annual Compensation	116	\$25,326	\$17,244	\$20,134	\$23,138	\$27,049	\$30,810	1.6

**Position Description**  
 Greets and assists callers in relaying incoming, outgoing, and/or interoffice calls. Operates switchboard equipment. Guides caller to destination and records name, time of call, nature of business, and person called upon. Supplies information to callers/visitors, takes messages, and announces callers/visitors. May issue visitor's pass when required. May perform clerical duties, such as word processing, proofreading, and sorting mail. May receive callers at establishment, determine nature of business, and arrange for appointment with person called upon. May type memos, correspondence, reports, and other documents. May make future appointments and answer inquiries. May perform variety of clerical duties and other duties pertinent to type of establishment. eDOT: 235.662-019



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

eDOT SCOs*	Mental & Stress Demands	Physical Demands	Other
eDOT code	<b>Understanding &amp; Memory</b>	<b>Strength</b>	Far Acuity
235.662-019	Memory	S	Depth Perception
Occupational Code	F	O	Accommodation
235	Short Instruction Memory	F	Color Vision
Specific Vocational Preparation (SVP)	F	O	Field of Vision
3	Detailed Instruction Memory	F	<b>Environmental Conditions</b>
Education Level	F	O	Exposure to Weather
6	<b>Sustained Concentration &amp; Persistence</b>	C	Extreme Cold
<b>Worker Functions</b>	Short Instruction	N	Extreme Heat
Data	Detailed Instruction	N	Wet and/or Humid
6	Concentration & Attention	O	Noise Intensity Level
People	F	N	Vibration
6	Work Schedule	N	Atmospheric Conditions
Things	F	N	Proximity to Moving Parts
2	Work Routine	N	Exposure to Electrical Shock
<b>Literacy Demands</b>	Work Distractions	F	Working in High Places
Mathematics Level	F	N	Exposure to Radiation
2	Work Decisions	N	Working With Explosives
Language Level	F	N	Exposure to Toxic Chemicals
3	Work Completion	N	Exposure to Biohazards
<b>Aptitudes</b>	<b>Social Interaction</b>	F	Other Environmental Conditions
Reasoning Level	Public Interaction	F	<b>Additional Measures</b>
3	Assignment/Assistance	F	Creativity
General Learning Ability	Work Review	O	Administrative Activity
4	Peer Interaction	C	Discretion/Independent Judgment
Numeric Aptitude	Work Behavior	F	
3	<b>Adaptation</b>	O	
Spatial Aptitude	Adaptation to Change	F	
2	Hazard Awareness	O	
Form Perception	Travel	O	
2	Independent Planning	F	
Clerical Perception		F	
3		N	
Motor Coordination		F	
3		C	
Finger Dexterity		F	
3		N	
Manual Dexterity		N	
3		F	
Eye-Hand-Foot Coord.		N	
1		F	
Color Discrimination		F	
1			

\* For an explanation of eDOT SCO values, please see the definitions on page 261.

## Sample Information

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$201,572
Collection Manager	\$67,580
Mailroom Supervisor	\$44,715
Financial Analyst	\$75,293
Benefits Claim File Clerk	\$38,963
Receptionist	\$32,202

Information is from ERI Assessor databases as of March 31, 2014.

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

Revenue	Percent of Organizations
Less than \$100,000	
\$100,000-\$1,000,000	
\$1,000,000-\$10,000,000	9
\$10,000,000-\$100,000,000	27
\$100,000,000-\$1,000,000,000	36
Greater than \$1,000,000,000	9

## Benchmark Job List

<ul style="list-style-type: none"> <li>Account Information Clerk</li> <li>Account Supervisor</li> <li>Accountant</li> <li>Accounting Clerk</li> <li>Accounting Manager</li> <li>Actuary (Associate)</li> <li>Actuary (Enrolled)</li> <li>Actuary (Fellow)</li> <li>Administrative Assistant</li> <li>Advertising Manager</li> <li>Annuities Representative</li> <li>Appraiser</li> <li>Appraiser Commercial</li> <li>Art Appraiser</li> <li>Benefits Analyst</li> <li>Benefits Claim File Clerk</li> <li>Benefits Manager</li> <li>Bilingual Secretary</li> <li>Building &amp; Facilities Manager</li> <li>Building Maintenance Worker</li> <li>Business Analyst</li> <li>Business Development Representative</li> </ul>	<ul style="list-style-type: none"> <li>Buyer/Purchasing Agent</li> <li>Call Center Manager</li> <li>Call Center Nurse RN</li> <li>Call Center Representative (General Calls)</li> <li>Call Center Representative (Specialized Calls)</li> <li>Casualty Insurance Underwriter</li> <li>Chief Executive Officer</li> <li>Chief Financial Officer</li> <li>Chief Human Resources Officer</li> <li>Chief Marketing &amp; Sales Officer</li> <li>Chief Operating Officer</li> <li>Claims Examiner</li> <li>Claims Manager</li> <li>Claims Supervisor</li> <li>Collection Manager</li> <li>Compliance Officer</li> <li>Compliance Specialist</li> <li>Contract Administration Director</li> <li>Contract Administration Supervisor</li> <li>Customer Service Clerk</li> <li>Customer Service Manager</li> <li>Customer Service Representative (General Calls)</li> </ul>
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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  
Provider Relations Director  
Provider Relations Manager  
Provider Relations Representative  
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  
Subrogation Claims Manager  
Subrogation Specialist  
Systems Analyst  
Telecommunications Manager  
Telemarketing Representative  
Telemarketing Supervisor  
Title Insurance Sales Representative  
Underwriter  
Underwriting Manager  
Webmaster  
Workers' Compensation Manager