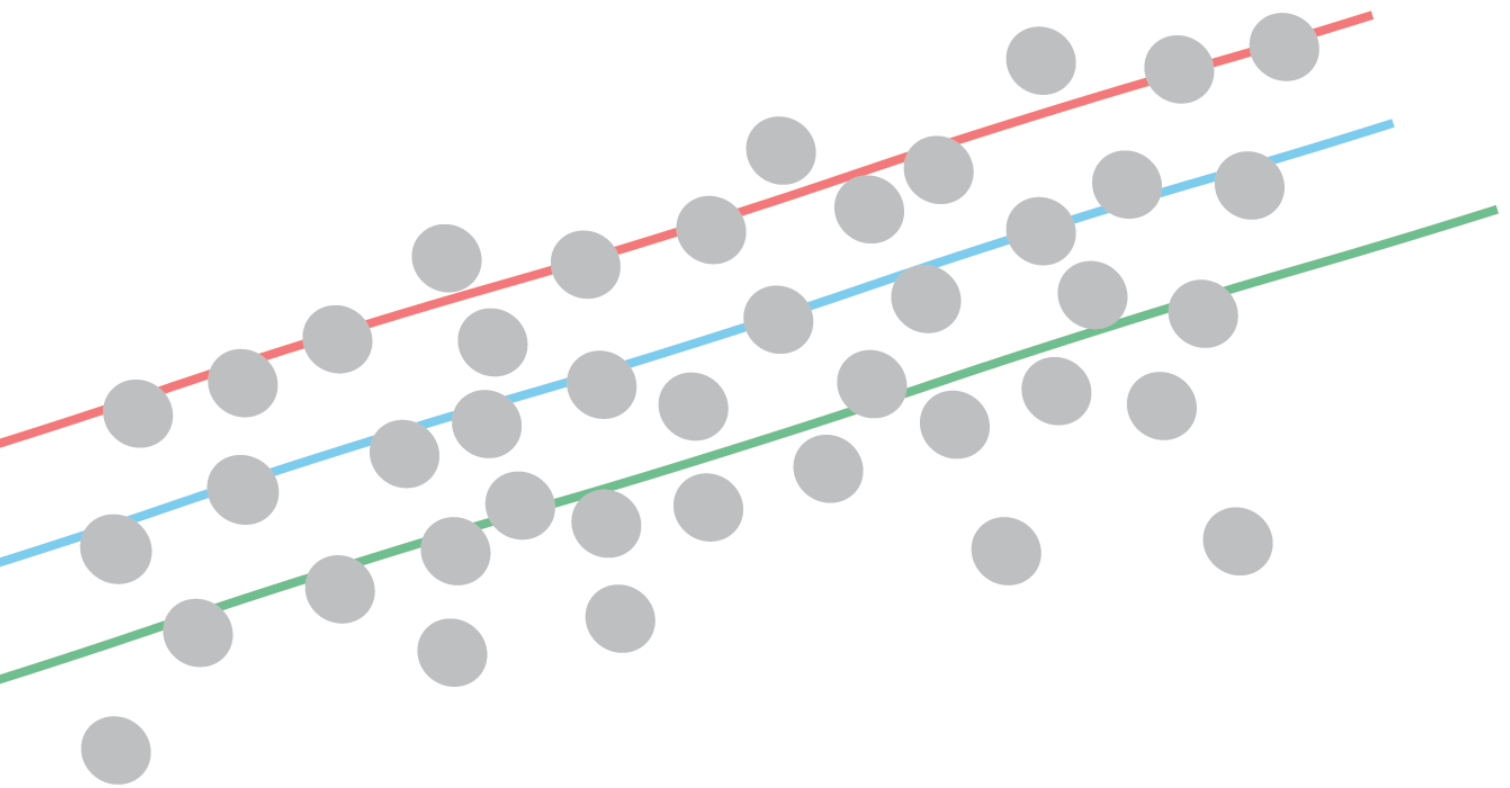


2015

Insurance Salary Survey Executive Summary



**SALARY
SURVEYS**

111 Academy Drive, Suite 270
Irvine, CA 92617
877-210-6563
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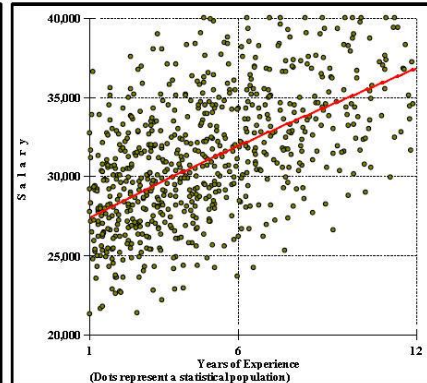
ERI's 2015 Insurance Salary Survey provides market-based pay data for 145 benchmark jobs in this 290+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2015.

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		\$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
ERI Assessor Databases								
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	
Survey Participant Database								
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
Understanding & Memory			
eDOT code 235.662-019	Memory F	Strength S	Far Acuity O
Occupational Code 235	Short Instruction Memory F	Occasionally Lift/Carry O	Depth Perception N
Specific Vocational Preparation (SVP) 3	Detailed Instruction Memory F	Frequently Lift/Carry O	Accommodation N
Education Level 6	Sustained Concentration & Persistence	Push/Pull N	Color Vision N
Worker Functions	Short Instruction F	Walking O	Field of Vision O
Data 6	Detailed Instruction N	Sitting C	Environmental Conditions
People 6	Concentration & Attention F	Standing O	Exposure to Weather N
Things 2	Work Schedule F	Sit/Stand Option O	Extreme Cold N
Literacy Demands	Work Routine F	Climbing N	Extreme Heat N
Mathematics Level 2	Work Distractions F	Balancing N	Wet and/or Humid N
Language Level 3	Work Decisions F	Stooping N	Noise Intensity Level 2
Reasoning Level 3	Work Completion F	Kneeling N	Vibration N
Aptitudes	Social Interaction	Crouching N	Atmospheric Conditions N
General Learning Ability 3	Public Interaction F	Crawling N	Proximity to Moving Parts N
Verbal Aptitude 4	Assignment/Assistance F	Reaching N	Exposure to Electrical Shock N
Numeric Aptitude 3	Work Review O	Reaching Upward F	Working in High Places N
Spatial Aptitude 3	Peer Interaction F	Reaching Downward O	Exposure to Radiation N
Form Perception 2	Work Behavior F	Handling C	Working With Explosives N
Clerical Perception 3	Adaptation	Fingering F	Exposure to Toxic Chemicals N
Motor Coordination 3	Adaptation to Change F	Feeling O	Exposure to Biohazards O
Finger Dexterity 3	Hazard Awareness O	Keyboard Use F	Other Environmental Conditions N
Manual Dexterity 3	Travel O	Talking C	Additional Measures
Eye-Hand-Foot Coord. 1	Independent Planning F	Hearing F	Creativity O
Color Discrimination 1		Tasting/Smelling N	Administrative Activity F
		Near Acuity F	Discretion/Independent Judgment F

* 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	\$202,746
Collection Manager	\$67,616
Mailroom Supervisor	\$47,126
Financial Analyst	\$79,911
Benefits Claim File Clerk	\$40,003
Receptionist	\$32,939

Information is from ERI Assessor databases as of March 31, 2015.

Benchmark Job List

Account Information Clerk	Chief Financial Officer
Account Supervisor	Chief Human Resources Officer
Accountant	Chief Marketing & Sales Officer
Accounting Clerk	Chief Operating Officer
Accounting Manager	Chief Underwriting Officer
Accounts Payable Clerk	Claims Examiner
Accounts Receivable Clerk	Claims Manager
Actuary (Associate)	Claims Supervisor
Actuary (Enrolled)	Collection Manager
Actuary (Fellow)	Collection Supervisor
Administrative Assistant	Compliance Specialist
Advertising Manager	Computer Operations Manager
Annuities Representative	Computer Programmer
Appraiser	Computer Security Specialist
Appraiser Commercial	Contract Administration Director
Appraiser Residential	Controller
Art Appraiser	Credit Manager
Audit Clerk	Customer Service Manager
Automobile Manufacturing Service Representative	Data Warehouse Manager
Benefits Analyst	Database Administrator
Benefits Claim File Clerk	EDI Manager
Benefits Manager	EDI Specialist
Bilingual Secretary	Employment Manager
Bookkeeper	Equipment Appraiser
Branch Office Supervisor	Executive Secretary
Building & Facilities Manager	Executive Vice President
Building Maintenance Worker	Financial Analysis Manager
Business Development Representative	Financial Analyst
Call Center Manager	General Claims Agent
Call Center Nurse RN	General Clerk
Call Center Representative (General Calls)	General Maintenance Worker
Call Center Representative (Specialized Calls)	Group Sales Representative
Casualty Underwriter	Human Resources Clerk
Chief Executive Officer	Human Resources Manager

Insurance Automobile Damage Appraiser	Paralegal
Insurance Billing Clerk	Payroll Clerk
Insurance Branch Manager	Payroll Supervisor
Insurance Cancellation Clerk	Personal Lines Underwriter
Insurance Claims Adjuster	Programmer Analyst
Insurance Claims Clerk	Provider Relations Director
Insurance Clerk	Provider Relations Manager
Insurance Customer Service Representative (Commercial)	Provider Relations Representative
Insurance Customer Service Representative (Personal)	Public Relations Representative
Insurance Director	Purchasing Manager
Insurance Manager	Receptionist
Insurance Policy Change Clerk	Risk Management Analyst
Insurance Policy Value Calculator	Risk Management Manager
Insurance Policyholder Information Clerk	Risk Management Supervisor
Insurance Rater	Risk Management Top Executive
Insurance Reinsurance Clerk	Sales Area Manager
Insurance Research Analyst	Sales Supervisor Insurance
Insurance Review Clerk	Sales Training Manager
Insurance Sales Agent	Sales Training Representative
Insurance Sales Manager	SAP Analyst
Insurance Special Agent	Secretary
Insurance Supervisor	Securities Analyst
Insurance Underwriter	Server Administrator
Insurance Underwriter Commercial Property	Server Manager
Insurance Underwriting Clerk	Special Agent Group Insurance
Internal Auditor	Staff Attorney
Invoice Clerk	Storage Administrator
Janitor	Subrogation Claims Manager
Legal Secretary	Subrogation Specialist
Life Insurance Agent	Systems Analyst
Life Underwriter	Telemarketing Representative
Mail Clerk	Telemarketing Supervisor
Mailroom Supervisor	Title Insurance Sales Representative
Marketing Manager	Top Administrative Officer
Marketing Representative	Underwriting Manager
Medical Claims Review Manager	Web Designer
Medical Director	Webmaster
Nurse Call Center Manager	
Nurse Case Manager	