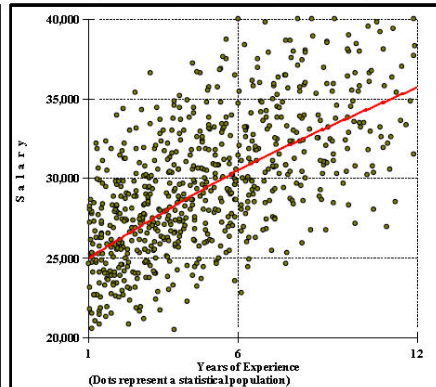


ERI's 2013 Banking Salary Survey provides market-based pay data for 128 benchmark jobs in this 250+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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
Public Databases								
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
ERI Assessor Databases								
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	
Survey Participants' Databases								
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	Understanding & Memory	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
Worker Functions	Sustained Concentration & Persistence	Walking O	Environmental Conditions
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
Literacy Demands	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
Aptitudes	Work Completion F	Crouching N	Proximity to Moving Parts N
General Learning Ability 3	Social Interaction	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	Adaptation	Feeling N	Other Environmental Conditions N
Finger Dexterity 3	Adaptation to Change O	Keyboard Use F	Additional Measures
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
	Total	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	Hispanic or Latino	American Indian or 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	\$128,387
Advertising Manager	\$76,846
Account Supervisor	\$64,380
Payroll Clerk	\$42,010
Receptionist	\$31,720
Bank Teller	\$28,004

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

Benchmark Job List

Account Supervisor	Banking Letter of Credit Examiner
Accountant	Banking Loan Clerk
Accounting Clerk	Banking Loan Closer
Accounting Manager	Banking Loan Collector
Administrative Assistant	Banking Loan Collector Commercial
Advertising Manager	Banking Loan Interviewer
Appraiser	Banking Loan Manager Commercial
Appraiser Commercial	Banking Loan Manager Consumer
Armored Car Guard & Driver	Banking Loan Manager Mortgage
ATM Manager	Banking Loan Officer Commercial
Bank Teller	Banking Loan Officer Consumer
Banking Assistant Branch Manager (Major Branch)	Banking Loan Officer General
Banking Assistant Branch Manager (Minor Branch)	Banking Loan Officer Mortgage
Banking Branch Administration Manager	Banking Loan Processor
Banking Branch Manager (Major Branch)	Banking Loan Review Analyst
Banking Branch Manager (Minor Branch)	Banking Loan Underwriter Mortgage
Banking Code & Test Clerk	Banking Mortgage Clerk
Banking Collection Clerk	Banking Proof Machine Operator
Banking Credit Analyst	Banking Reserves Clerk
Banking Credit Card Control Clerk	Banking Safe Deposit Clerk
Banking Credit Representative Clerk	Banking Savings Teller
Banking Currency Counter	Banking Skip Tracer
Banking Customer Service Representative	Banking Statement Clerk
Banking Disbursement Clerk	Banking Supervisor Check Processing
Banking Electronic Transfer Coordinator	Banking Supervisor Lending Activities
Banking Finance Sales Representative	Banking Teller Foreign Banknotes
Banking Foreign Exchange Clerk	Banking Teller Head
Banking Head of Lending	Banking Teller Loan
Banking Head of Operations	Banking Teller Receiving
Banking Head of Retail Banking	Banking Teller Supervisor
Banking Head of Trust	Banking Teller Vault
Banking Installment Loan Clerk	Banking Trust Officer
Banking Investment Analyst	Banking Trust Operations Assistant
Banking Investment Manager	Banking Wire Transfer Clerk

Benefits Manager
Bond Department Manager
Building & Facilities Manager
Building Maintenance Worker
Business Development Manager
Call Center Manager
Call Center Representative (General Calls)
Call Center Representative (Specialized Calls)
Cashiering Manager
Chief Executive Officer
Chief Financial Officer
Chief Human Resources Officer
Chief Marketing & Sales Officer
Closer
Collection Manager
Computer Programmer
Credit Authorizer
Credit Correspondent
Credit Information Clerk
Credit Investigator
Credit Manager
Estate Planner
Executive Secretary
Executive Vice President
Financial Analyst
Foreign-Exchange Dealer
Foreign-Exchange Trader
Fraud Investigator
Human Resources Manager
Internal Auditor
Investment Specialist

Investor Relations Manager
Legal Secretary
Margin Clerk
Marketing Manager
Marketing Representative
Municipal Bonds Underwriter
Paralegal
Payroll Clerk
Payroll Manager
Payroll Supervisor
Personal Banker
Programmer Analyst
Proof Machine Operator
Proof Machine Operator Supervisor
Public Relations Manager
Purchasing Manager
Receptionist
Registered Investment Representative
Repossessor
Safe & Vault Service Mechanic
Sales Representative (Key Accounts)
Securities Analyst
Securities Clerk
Securities Trader
Security Guard
Stock Transfer Clerk
Systems Analyst
Tax Accountant
Vault Worker