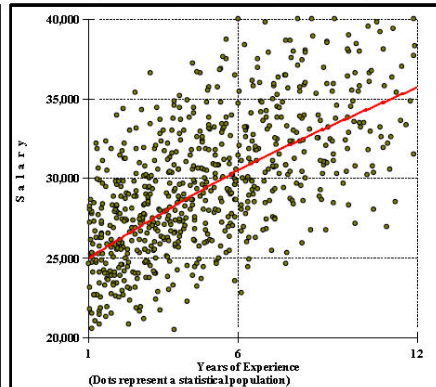


ERI's 2013 General Industry Salary Survey provides market-based pay data for 123 benchmark jobs in this 240+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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	\$257,113
Safety Manager	\$93,524
Production Supervisor	\$68,077
Automobile Mechanic	\$55,614
Machine Operator	\$39,430
Receptionist	\$32,553

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

Benchmark Job List

Accountant	Electrical Engineer
Accounting Clerk	Electrical Engineering Technician
Accounting Manager	Electrician - Certified
Administrative Assistant	Electronics Technician
Advertising Manager	Engineering Manager
Area Sales Manager	Engineering Technician
Automobile Mechanic	Executive Secretary
Benefits Analyst	Expediter
Bookkeeper	Facilities Planner
Building & Facilities Manager	File Clerk
Business Analyst	Financial Analyst
Buyer/Purchasing Agent	Food Service Worker
Carpenter (Gen/Maint)	Forklift Operator
Cashier	General Clerk
Chemist	Graphic Designer
Chief Executive Officer	Groundskeeper
Chief Financial Officer	Human Resources Analyst
Chief Human Resources Officer	Human Resources Manager
Chief Marketing & Sales Officer	Industrial Engineer
Chief Operating Officer	Information Systems Manager
Computer Programmer	Internal Auditor
Computer Software Engineer	Janitor
Construction Worker	Legal Secretary
Contract Administrator	Machine Assembler
Controller, Top Corporate	Machine Operator
Customer Service Manager	Mail Clerk
Customer Service Representative (General Calls)	Maintenance Electrician
Customer Service Representative (Specialized Calls)	Maintenance Manager
Customer Service Supervisor	Maintenance Mechanic
Data Entry Operator	Maintenance Technician
Database Administrator	Manufacturing Engineer
Distribution Manager	Manufacturing Manager
Drafter (Simple)	Manufacturing Worker
Drafting Supervisor	Market Research Analyst

Marketing Manager
Marketing Representative
Materials Handler
Materials Manager
Mechanical Engineer
Numerical Control Programmer
Occupational Nurse
Office Manager
Order Clerk
Packaging/Filling Operator
Paralegal
Payroll Clerk
Payroll Supervisor
Plant Manager (Experience)
Plumber
Product or Brand Sales Manager
Production Clerk
Production Coordinator
Production Engineer
Production Manager
Production Planner
Production Supervisor
Programmer Analyst
Project Engineer
Project Manager (Experience)
Public Relations Representative
Purchasing Manager
Quality Control Manager

Quality Control Technician
Receptionist
Recruiter
Regional Sales Manager
Safety Manager
Sales Clerk Retail
Sales Engineer
Sales Representative
Secretary
Security Guard
Security Manager
Shipping & Receiving Clerk
Shipping Packer
Shop Laborer
Staff Attorney
Systems & Programming Manager
Systems Analyst
Telemarketer
Telemarketing Supervisor
Transportation Manager
Truck Driver
Truck Driver Tractor Trailer
Warehouse Manager
Warehouse Supervisor
Warehouse Worker
Welder
Workers' Compensation Administrator