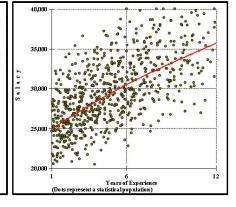
ERI's 2013 Middle Management Salary Survey provides market-based pay data for 181 benchmark jobs in this 350+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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 oj Erroi
Public Databases								
Annual Salary		\$26,404	\$19,014	\$21,622	\$25,970	\$33,302	\$37,702	
Incentive/VariablePay								
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/VariablePay		\$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/VariablePay		\$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	N
		Understanding & Memory		Strength	S	Depth Perception	N
eDOT code	237.367-038	Memory	F	Occasionally Lift/Carry	0	Accommodation	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
Education Level	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	Extreme Cold	N
People	6	Concentration & Attention	F	Sit/Stand Option	N	Extreme Heat	N
Things	7	Work Schedule	0	Climbing	N	Wet and/or Humid	N
Literacy Demands		Work Routine	F	Balancing	И	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	90	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	Reaching Upward	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
C1erical 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/Year eDOT Title:		eceptionist			Codes: eDOT Code:		237.367-038	
OES Area:	U	S - National			OES Code:		1930007000000	
SOC Job Family:	R	eceptionists 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 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		
Employee Benefits Director	\$143,387		
Nursing Director	\$110,425		
Operations Manager	\$99,711		
Sales Training Manager	\$97,271		

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

Benchmark Job List

Accounting Director Community Development Manager
Accounting Manager Compensation & Benefits Manager

Accounts Payable Manager Compensation Manager
Accounts Receivable Manager Compliance Officer

Administrative Engineering Director Computer Operations Manager
Administrative Engineering Manager Computer Services Manager

Administrative Services Manager Construction Engineering Manager

Admissions Director Construction Superintendent

Advertising Director Contract Administration Manager

Advertising Manager Controller Division

Airport Manager

Applications Programming Manager

Art Director

Art Manager

Cost Estimating Manager

Credit & Collection Manager

Customer Service Director

Assistant Treasurer Corporate Customer Service Manager
Attorney Legal Manager Design Engineering Manager

Banking Branch Administration Manager

Banking Investment Manager

Benefits Manager

Design Manager

Distribution Manager

Drilling Rig Manager

Biomedical Engineering Head Dry Cleaning/Laundry Manager
Bond Department Manager e-Commerce Marketing Manager

Booking Manager Economic Analysis Director
Bookkeeping Manager Economic Analysis Manager

Brewing Manager

Budget Director

Budget Manager

Education Manager

Employee Benefits Director

Building & Facilities Manager Employee Communications Manager

Bus Transportation ManagerEmployee Relations ManagerBusiness Administration ManagerEmployee Services ManagerBusiness Manager College/UniversityEmployee Training Manager

Cashiering Manager Employment Manager
Chemical Plant Manager Engineering Manager

Circulation Manager Enterprise Infrastructure Director

Collection Manager Environmental Director

Community Affairs Manager Environmental Engineering Manager

Executive Chef (Hotel & Restaurant)

Financial Analysis Manager

Fleet Director Fleet Manager

Flight Service Manager

Food Services Director Forms Analysis Manager

Front Office Manager Fundraising Director Fundraising Manager Funeral Manager

Government Affairs Director Government Affairs Manager Hardware Design Manager Head of Emergency Services

Head of Medical Contracting

Home Care Director Hospice Director

Hospital Admitting Director Hotel General Manager

Human Resources Director Human Resources Manager

Human Resources Plant Manager Information Systems Director

Insurance Manager Internal Audit Manager

Inventory Control Manager Investor Relations Manager Labor Relations Manager Lodging Facilities Manager Long-Range Planning Director

Long-Range Planning Manager

Maintenance Manager

Management Development Manager Manufacturing Engineering Manager

Manufacturing Manager Market Research Manager

Marketing Administration Manager Marketing Communications Manager

Materials Director Materials Manager Media Manager

Medical Records Administrator

Medical Services Manager Medical Unit Manager Membership Manager Mental Health Manager Merchandising Manager Network Control Manager
Network Planning Manager

Nursery Manager Nursing Director

Nursing Home Director

Occupational Therapy Director
Office Management Director

Operations Director Operations Manager

Operations Research Manager
Order Processing Manager
Package Design Director
Package Design Manager

Packaging Director

Pastoral Services Director

Payroll Manager

Plant Manager (Experience)

Production Director

Production Planning & Control Manager

Production Planning Director Production Superintendent

Property Manager

Public Relations Director
Public Relations Manager
Purchasing Manager

Quality Assurance Director

Quality Assurance Head Hospital Quality Control Manager Real Estate Firm Manager

Regional Sales Manager

Reimbursement Head Medical Research & Development Director

Retail Area Sales Manager Risk Management Manager

Safety Director
Safety Manager
Sales Director

Sales Order Manager Sales Training Manager Security Director

Social Networking Manager Social Services Director Special Events Manager

Superintendent Plant Protection

Systems Analysis Manager Systems Project Manager Tax Compliance Manager

Tax Manager

Tax Research Manager
Technical Publications Manager
Telecommunications Manager
Telemarketing Manager
Test Engineering Manager
Theater Manager
Trade Association Manager
Trade Relations Manager

Traffic Manager
Transportation Manager
Underwriting Manager
Urban Renewal Manager
Vendor Management Director
Warehouse Manager
Zone/District Retail Sales Manager