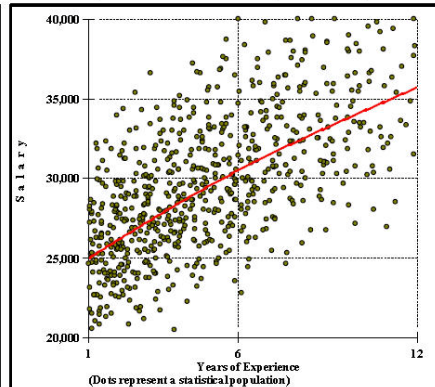


ERI's 2013 Call Centers, Contact and Customer Service Salary Survey provides market-based pay data for 122 benchmark jobs in this 240+ page publication. Input was received from organizations located in multiple states and the District of Columbia. The effective date of the data is March 31, 2013.

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 O	Accommodation O
Specific Vocational Preparation (SVP) 4	Short Instruction Memory F	Frequently Lift/Carry O	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	
		Black or African American	Native Hawaiian or Other Pacific Islander	Asian	Hispanic or Latino	Alaska Native	Two or More Races	
Male	7.3%	4.8%	0.9%	0.0%	0.4%	0.9%	0.2%	
Female	92.7%	68.2%	9.6%	0.1%	2.0%	10.5%	1.6%	
Totals	100.0%	72.9%	10.5%	0.1%	2.5%	11.4%	1.8%	

Sample Information

Benchmark Title	Mean Total Compensation
Chief Human Resources Officer	\$253,585
Employee Training Manager	\$96,477
Mailroom Supervisor	\$45,185
Credit & Collection Clerk	\$36,406

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

Benchmark Job List

<p>Account Manager Sales</p> <p>Account Supervisor</p> <p>Accountant</p> <p>Accounting Clerk</p> <p>Accounts Payable Clerk</p> <p>Accounts Payable Supervisor</p> <p>Accounts Receivable Clerk</p> <p>Accounts Receivable Supervisor</p> <p>Administrative Assistant</p> <p>Audit Clerk</p> <p>Benefits Analyst</p> <p>Benefits Clerk</p> <p>Benefits Manager</p> <p>Bilingual Secretary</p> <p>Billing Clerk</p> <p>Building & Facilities Manager</p> <p>Building Maintenance Worker</p> <p>Business Systems Analyst</p> <p>Call Center Manager</p> <p>Call Center Nurse RN</p> <p>Call Center Representative (Complex Calls)</p> <p>Call Center Representative (General Calls)</p> <p>Call Center Representative (Specialized Calls)</p> <p>Call Center Traffic & Scheduling Analyst</p> <p>Call Center/Customer Service Trainer</p> <p>Central Office Equipment Engineer</p> <p>Chief Executive Officer</p> <p>Chief Financial Officer</p> <p>Chief Human Resources Officer</p> <p>Chief Marketing & Sales Officer</p> <p>Chief Operating Officer</p> <p>Collection Manager</p> <p>Collection Supervisor</p> <p>Commercial Loan Collector</p> <p>Communications Engineer</p>	<p>Compensation Analyst</p> <p>Computer Audit Supervisor</p> <p>Computer Programmer</p> <p>Computer Technical Support Specialist</p> <p>Credit & Collection Clerk</p> <p>Credit & Collection Supervisor</p> <p>Credit Manager</p> <p>Customer Service Director</p> <p>Customer Service Manager</p> <p>Customer Service Representative (General Calls)</p> <p>Customer Service Representative (Specialized Calls)</p> <p>Customer Service Representative Financial</p> <p>Customer Service Supervisor</p> <p>Data Entry Operator</p> <p>Data Recovery Planner</p> <p>Database Administrator</p> <p>EDP Auditor</p> <p>Employee Training Manager</p> <p>Employment Interviewer</p> <p>Executive Secretary</p> <p>File Clerk</p> <p>Financial Analysis Manager</p> <p>Financial Analyst</p> <p>General Clerk</p> <p>Help Desk Representative</p> <p>Help Desk Supervisor</p> <p>Hotel Sales Representative</p> <p>HRIS Analyst</p> <p>HRIS Manager</p> <p>Human Resources Analyst</p> <p>Human Resources Clerk</p> <p>Human Resources Manager</p> <p>Information Systems Manager</p> <p>Information Technology Auditor</p> <p>Inside Sales Representative</p>
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Insurance Customer Service Representative
(Commercial)
Insurance Customer Service Representative (Personal)
Internal Auditor
Janitor
Janitorial Supervisor
Loan Collector Consumer
Mail Clerk
Mailroom Supervisor
Maintenance Mechanic
Maintenance Supervisor
Maintenance Worker
Market Research Analyst
Marketing Manager
Nurse Call Center Manager
Office Manager
Office Supervisor
Order Clerk
Order Processing Supervisor
Paralegal
Payroll Clerk
Payroll Manager
Payroll Supervisor
PC Specialist
Purchasing Clerk
Purchasing Manager
Receptionist
Reservation Clerk
Sales Order Manager

Sales Order Supervisor
Sales Representative
Sales Training Director
Sales Training Manager
Sales Training Representative
Sales Training Supervisor
Secretary
Security Guard
Staff Attorney
Systems & Programming Manager
Systems Analyst
Technical Support Manager
Technical Training Instructor
Telemarketer
Telephone Installer
Telephone Maintenance Mechanic
Telephone Operator
Telephone Operator Supervisor
Time Clerk
Top Customer Service Officer
User Support Analyst
User Support Analyst Supervisor
Vacation Sales Representative
Website Traffic Analyst