

SURVEY REPORT

June 18, 2015

2015 Annual Office Salary Survey Report

With this cover letter is the compilation of the information on salaries for office employees employed in area industry; data is effective March 9, 2015.

Comparisons between your salaries and those reported should not be made solely on the basis of job titles. Please refer to the job descriptions for accurate analysis. If you have questions and/or need further analysis, please contact the office.

SALARY INFORMATION IS PROVIDED AS FOLLOWS:

All classifications that had data reported are included in the report. Those classifications, where no data was reported are highlighted in orange on the job description page.

The column at the extreme left indicates the job classification title, the number of companies reporting data for the classification and the number of employees for whom they have reported.

Column two indicates "PER" Annual (AN), Monthly (MO), Weekly (WK) and Hourly (HR) rate of pay.

Rates shown in the "Range of Rates" columns give the minimum and maximum (or lowest and highest) rates reported for a given classification. The next (fifth) column reports the Weighted Average of rates being paid to the number of office employees listed at the left.

The sixth column is the 25th Percentile. The seventh column is the actual Median Rate reported. And the eighth column is the 75th Percentile. Reporting the percentile range in each classification eliminates the extreme highs and lows in some jobs, which are paid because of longevity, etc. Between the 25th and 75th percentile is generally the "going rate."

Thank you to the 40 member companies who participated in this survey.

If you have questions about the information included in this report, please give us a call.

Thank you,

Lisa Sabourin

2015 Annual Office Salary Survey Report Participating Companies

ADAC Automotive	Kautex Textron – CWC Division
Alcoa, Howmet	Knoll, Inc.
Automatic Spring Products Corp.	Lakeside Surfaces, Inc.
Bayer CropScience	Lorin Industries
Beacon Recycling	MasterTag
Bennett Pump Co.	Muskegon Community College
Cannon-Muskegon Corp.	Nichols
Creative Benefit Systems, Inc.	Noble Co.
Dura Automotive Systems, Inc.	Non-Ferrous Cast Alloys, Inc.
Dynamic Conveyor Corp.	Port City Group
ESCO Co.	Professional Med Team, Inc.
Fleet Engineers, Inc.	Quality Tool & Stamping Co., Inc.
Glassource	Scent-Lok
Great Lakes Die Cast Corp.	Schuitema Moving
Hilite	Sintel, Inc.
Industrial Metal Cleaning Corp.	Stanco Metal Products, Inc.
Interior Concepts Corp.	Structural Concepts Corp.
International Aid, Inc.	TGW Systems
J & M Machine Products Inc.	Therm-O-Disc, Inc.
Johnston Boiler Co.	Wesco, Inc.

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Job Family & Job Title	Job Code	Job Description
Section 1 - Executive		
Chief Executive Officer - Manufacturing Operations	9785	Determines the basic objectives of the organizational unit; formulates plans and policies and allocates resources for the achievement of these objectives. Interprets and applies policies established by the owners of the enterprise or their representatives (Bd. of Directors, Trustees, etc.). Organizes the unit and determines allocation of duties and authorities to subordinates. Exercises controls to see that objectives are achieved in accordance with basic organization policy. Fully accountable for the results of the activity of the organizational unit. Typical position titles include: President, Vice President, General Manager, Executive Director, etc.
Chief Executive Officer Non-Manufacturing/Service Organizations	9786	Determines the basic objectives of the organizational unit; formulates plans and policies and allocates resources for the achievement of these objectives. Interprets and applies policies established by the owners of the enterprise or their representatives (Bd. of Directors, Trustees, etc.). Organizes the unit and determines allocation of duties and authorities to subordinates. Exercises controls to see that objectives are achieved in accordance with basic organization policy. Fully accountable for the results of the activity of the organizational unit. Typical position titles include: President, Vice President, General Manager, Executive Director, etc.
Chief Financial Officer (CFO)	9787	Responsible for the entire range of financial activity in the organizational unit, including both the treasury and accounting functions. The job typically requires a Certified Professional Accountant (CPA) and/or a master's of business administration degree and 10+ years of experience, or equivalent. Formulates and recommends policies on banking, receipt, and disbursement of funds, extension of credit, fiscal and accounting matters. Responsible for development of standard accounting, analysis, and reporting procedures, and for exercise of overall financial control. This position typically reports to the CEO and will serve as a key decision making member of the management team.
Chief Information Officer (CIO)	9501	Responsible for directing all information systems activities within the organizational unit. This job typically requires a bachelor's degree in computer science and 12+ years of experience, or equivalent. Establishes policies for maintaining current program effectiveness. Develops recommendations regarding new hardware and software. Establishes budgetary and performance controls. Maintains documentation on current systems. Provides technical assistance to other functions in the organization as requested.
Chief Operating Officer (COO)	9788	Directs and coordinates the activities of the line and staff components of the organizational unit toward the achievement of established objectives. Is accountable for the full range of operations of the organizational unit, providing operational guidance and analyzing and appraising the effectiveness of all operations. Acts as Chief Executive in the absence of the Chief Executive Officer. Typical position titles include: President, Executive Vice President, General Manager, Senior Vice President, etc. This position reports to Chief Executive Officer, if your Chief Operating Officer is also your CEO, please report position under CEO only.
Operations Manager (Non-Mfg.)	9502	Manager in charge of one or more business operations in a non-manufacturing organization. The job Typically requires a bachelor's degree in business and 6+ years of experience in the function managed, or equivalent. Responsible for a business process, service to clients or similar activity. Manages the quality and cost efficiency of operations through subordinate supervisors. Duties include managing planning and process development, equipment selection and operations performance. Responsibilities are often shared with division or corporate management.
Human Resource VP/SVP	9503	This is the top human resource position where the function is at a senior executive level and is part of the executive cabinet. The job typically requires a degree in human resources and 10+ years of general human resources experience, including management experience, or equivalent. A master's degree is commonly required. Directs and coordinates organization activities related to human resources and industrial relations functions. Functions directed include, but are not limited to, employment, compensation, benefits, payroll, organizational development, employee relations, performance management, affirmative action, training, recruitment, and safety. Identifies and complies with legal requirements and government reporting regulations. The VP/SVP directs all human resource staff usually through subordinate managerial and supervisory staff. Responsibilities for functions such as administration or facilities may be included. Typically reports directly to the CEO and will develop and set HR policies subject to ratification by the executive committee, CEO, or the Board of Directors.
Head of Research & Development	9790	Responsible for research and development activities including: design development and application of new or existing products. This includes the optimizing of product design for purposes of manufacturing and/or processing; determining and planning manufacturing or processing sequence, tooling requirements, the analysis of methods to reduce operating time and costs prior to release to manufacturing.
Chief Sales/Marketing Executive	9789	Responsible for the entire range of marketing planning and development, sales promotion and sales activities of the organizational unit. Formulates, recommends and implements policies and programs in the areas of sales, pricing, market and product or service acceptance research and related activities. May also have responsibility for customer relations or advertising. Typical position titles might include: Marketing Vice President, Vice President of Sales, Director of Marketing, Sales Director, etc.
Top Supply Chain Executive	9504	This is the VP or Director in charge of the entire supply chain. The job typically requires a bachelor's degree and 12+ years of experience, or equivalent (a master's in business may shorten the experience requirement). Functions directed typically include domestic and international sourcing of materials, purchasing, production planning, inventory management, warehousing and distribution. Additional areas of responsibility may include import/export, quality, ISO certification, traffic and warranty service. Some organizations may split supply chain into upstream and downstream focus, in which case both areas should be reported. Establishes functional policies and makes tactical decisions within overall strategic direction, with top management guidance.
Section 2 - Accounting		
Finance Director (Not CFO)	9505	Responsible for financial management of the budgeting and forecasting processes, financial analysis, reporting and financial planning. The job typically requires a bachelor's degree in accounting or finance and 10+ years of financial experience, or equivalent. Directs and oversees all the financial management functions supporting and attaining profitable growth and strategic goals. This position typically reports to the President and will provide support as a key member of the management team.
Controller (Plant/Single location)	9701	Top manager in charge of accounting with responsibility for a single plant or facility that is not the sole corporate or divisional operation. The job typically requires a bachelor's degree in accounting and 8+ years of experience, or equivalent. Under direction from the General Manager, Plant Manager, CFO, or Corporate Controller, the incumbent is responsible for all local accounting activities, including budget, financial forecasting, statistical reports, audits, tax activities, etc. The incumbent supervises directly, or through subordinate supervisors, all accounting staff at the location.
Cost Accounting Manager	9506	Manager responsible for the operation of a department focused on cost accounting. The job typically requires a bachelor's degree in accounting and 8+ years of experience, or equivalent. This job typically reports to a CFO or Controller. The incumbent manages the preparation of cost accounting reports, designs and implements cost control procedures, oversees the recording and calculation of unit cost for products or services related to specific jobs or projects and produces cost accounting or operating reports for use by management. In addition, the incumbent examines any costs that seem contrary to past experience. Incumbents at this level typically provide full supervision and work direction to professional and clerical staff.
Cost Accountant I	9507	First of three levels of professional cost accounting. The job typically requires a bachelor's degree in accounting and less than 1 year of experience, or equivalent. Under general supervision, incumbents apply principles of cost accounting to conduct studies that provide detailed cost information for use by management. Incumbents collect data from multiple sources and compute the costs of business activity, such as raw material purchases, inventory, and labor. Incumbents analyze data obtained and organize results into management reports using standard spreadsheet or database software programs.

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Job Family & Job Title	Job Code	Job Description
Cost Accountant II	9508	Second of three levels of professional cost accounting work. The job typically requires a bachelor's degree in accounting and 2+ years of experience, or equivalent. Under limited supervision, incumbents conduct and analyze cost audits to determine costs of business activity, such as raw material purchases, inventory, and labor. Incumbents analyze data obtained and organize results into management reports using standard spreadsheet or database software programs. Analysis includes review of changes in product design, raw materials, manufacturing methods, or services provided, to determine effects on costs. Provides management with reports specifying and comparing factors affecting prices and profitability of products or services. Incumbents at this level may direct the work of clerical cost accounting staff.
Cost Accountant III	9509	Third of three levels of professional cost accounting work. The job typically requires a bachelor's degree in accounting and 5+ years of experience, or equivalent. Under direction from management and using independent judgment analyzes financial data obtained through studies to determine effects of costs on business. Analyzes changes in product design, raw materials, manufacturing methods, or services provided, to determine effects on costs. Compares actual cost to estimates and identify reasons for variances. Analyzes actual manufacturing costs and prepares periodic reports comparing standard costs to actual production costs. Provides management with detailed reports for use in making business decisions and controlling expenditures. May lead major projects and/or direct the work of professional cost accounting staff.
Estimator I	9510	First level of project estimator. The job typically requires math and problem solving skills equivalent to a high school diploma or GED and 2+ years of related training and experience. Duties include developing cost estimates for projects using standard costs for labor, materials and equipment. Incumbents work from job specifications. Work at this level is often focused on smaller projects or segments of larger projects. Final estimates are typically reviewed by more experienced staff prior to being used. Supervision is readily available.
Estimator II	9511	Experienced level of project estimator. The job typically requires math and problem solving skills equivalent to a high school diploma or GED and 5+ years of related training and experience. Duties include developing cost estimates for projects using standard costs for labor, materials and equipment. Incumbents work from job specifications. Work at this level is typically focused on larger or more complex cases. Incumbents may provide training to others and review the work of lower level staff. Work is completed under limited supervision.
General Accounting Manager	9512	Accounting manager job with responsibility for operation of a department focused on general accounting functions. The job typically requires a bachelor's degree in accounting with 8+ years of experience, or equivalent. This job typically reports to a CFO or Controller. Responsible for the application of principles of accounting to install and maintain the general accounting system, including preparation of reports and statistics reflecting assets, liabilities, financial transactions, earnings, profits, cash balances, and other financial results. Maintains accounts and records of disbursements, expenses and tax payments. Prepares and files tax returns and other reports to government agencies; maintains insurance and property records. Supervises and directs work of professional and clerical staff.
General Accounting Supervisor	9513	First level of supervision of the accounting area. The job typically requires an associate's degree in accounting and 5+ years of experience, or equivalent. Responsible for the supervision of non-exempt employees who maintain general and subsidiary ledgers of the facility, prepares operating and financial statements, and reconcile bank statements. Other subordinate functions may include fixed asset control and depreciation, accrual to meet anticipated liabilities, preparation of general tax reports such as those for sales, payroll and personal property taxes, and payables/receivables. Report supervisors of professional accountants as General Accounting Manager.
Accountant I	9514	First of three levels of professional accounting work. The job typically requires a bachelor's degree in accounting and less than 1 year of experience, or equivalent. Under general supervision, applies principles of accounting to record financial information and prepare financial reports. Duties include compiling and classifying financial information, preparing entries to accounts and documenting business transactions. Other duties include auditing contract terms, orders, and vouchers and/or preparing reports to substantiate individual transactions prior to settlement. Typically uses standard spreadsheet and database software or an accounting applications package designed for general accounting. May provide technical direction to clerical staff.
Accountant II	9515	Second of three levels of professional general accounting work. The job typically requires a bachelor's degree in accounting and 2+ years of experience, or equivalent. Under limited supervision, analyzes financial information detailing assets, liabilities, and capital, and prepares balance sheet, profit and loss statement, and other reports to summarize current and/or projected company financial position(s). May establish, modify, document, and coordinate implementation of accounting and accounting control procedures. Typically uses standard spreadsheet and database software or an accounting applications package designed for general accounting. May direct and coordinate activities of other accountants and clerical workers performing accounting and bookkeeping tasks.
Accountant III	9516	Third of three levels of professional general accounting work. The job typically requires a bachelor's degree in accounting and 5+ years of experience, or equivalent. The job may also be referred to as Senior Accountant or Staff Accountant. Under direction from management and using independent judgment, performs advanced and specialized accounting assignments, usually involving complex and confidential data. Obtains and analyzes financial information to prepare reports, statements and recommendations. Provides work leadership and direction to other accountants and clerical workers. May also provide special project assistance to the CFO, Controller or Accounting Manager.
Bookkeeper	9517	Experienced level bookkeeping job. This job typically requires a general understanding of accounting principles commensurate with 2+ years of accounting training or experience, or equivalent. Responsible for diverse duties in maintaining accounting records in a small company or office. Higher level accounting and financial system work is often provided by outside consultants or CPA's. Incumbents post entries from a wide variety of sources into ledgers and journals, often using computer applications. Incumbents reconcile bank statements, monitor schedules for notes payable and receivable, bonds, securities and interest, cross check, make comparisons, balance accounts and take trial balances. Work often includes payroll, credit and collection duties. Work is regularly reviewed by outside consultants or auditors to verify appropriate procedure and accuracy. Duties require analysis of facts to determine action to be taken within the limits of standard practice. Incumbents may regularly prepare budget status reports for managers. Incumbents may devote a minor portion of time to performing other office support duties. Do not report staff with four-year accounting or closely related degrees.
Payroll Supervisor/Manager - No -Data	9518	The Payroll Supervisor or Manager, often found in larger organizations and those with multiple locations, is responsible for the supervision of employees who perform payroll functions, including management of external service provider relationships. The job typically requires a bachelor's degree in accounting, public administration, business administration, or a related field, and 3+ years of related experience, or equivalent. Duties include: maintaining necessary payroll records; calculating (or preparing for calculation) payrolls from original approved time records; delivering paychecks; balancing, controlling, and preparing summaries; debiting the appropriate accounts; calculating payroll deduction payments; computing and delivering W-2 forms; making determinations regarding application of wage and hour law and Davis Bacon type laws; and prepares all required reports. Do not report those with significant responsibility other than payroll responsibility.
Payroll Supervisor/Administrator	9519	The Payroll Supervisor/Administrator provides leadership of the payroll function. The job typically requires some technical training in accounting and payroll practices beyond high school and 5+ years of experience in accounting and payroll processing. Under direction of an accounting or human resource manager, this job is responsible for maintenance and implementation of the payroll system, including management of external service provider relationships. Responsible for supervision of non-exempt employees who maintain employee information necessary for payroll calculation (such as base rate, number of exemptions, eligibility for shift premium, etc.) and who prepare payroll. Subordinate employees compile from time cards, job tickets or other source records all information necessary to calculate earnings for each pay period, including base pay, overtime pay and any incentive pay. Makes determinations regarding application of wage and hour law and oversees preparation of periodic reports of earnings, taxes, and deductions.

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Job Family & Job Title	Job Code	Job Description
Payroll Clerk I	9520	First level of payroll clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and less than 1 year of related training and experience, or equivalent. Incumbents follow standard procedures in making a variety of system entries and computations from data on employee time cards or computer entries. Work includes entering rate changes, totaling hours and distributing or allocating costs; checking computations of timekeepers and researching shortage claims. Work may include calculating total earnings, overtime, taxes, withholding for premiums and savings and similar factors. Work may include coordinating with an outside payroll service to produce calculations, print checks and prepare total payroll reports. Much of the time is spent using a keyboard. Incumbents may use specialized software packages to enter and compute payroll. Incumbents follow standard procedures and have readily available supervision.
Payroll Clerk II	9521	Highest level of payroll clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 3+ years of related training and experience, or equivalent. Incumbents follow standard procedures in making a variety of system entries and computations from data on employee time cards or computer entries. Work includes entering rate changes, totaling hours and distributing or allocating costs; checking computations of timekeepers and researching shortage claims. Work may include calculating total earnings, overtime, taxes, withholding for premiums and savings and similar factors. Work may include coordinating with an outside payroll service to produce calculations, print checks and prepare total payroll reports. Work may also include calculating commissions, administering executive compensation and record maintenance of short and long-term incentive plans. Much of the time is spent using a keyboard. Incumbents may use specialized software packages to enter and compute payroll. Incumbents may provide work direction or check the work of less experienced payroll staff.
Credit and/or Collection Manager	9522	Manager responsible for operation of a department focused on credit and/or collections. The job typically requires a bachelor's or associate's degree with 5+ years of credit/collection experience, or equivalent. Provides direction to department staff and administers credit/collection policies of the organization. May formulate credit and collections policies, methods and procedures for approval by senior management. Duties include determining customer credit capacity, managing the compilation of credit information, analyzing and interpreting available information and authorizing extension of credit. Decisions include determining action to take in collection of past due accounts where normal collection procedures have failed, approval of terms of sales and authorization of financial arrangements for foreign shipments. Prepares or supervises preparation of data showing credit activities and status of accounts. Frequently communicates with sales and finance on the status of client accounts or the credit classification of prospective clients.
Credit and/or Collection Specialist	9523	Professional level of credit and collections work. The job typically requires a bachelor's or associate's degree with 1+ years of credit/collection experience, or equivalent. Work includes reviewing credit applications and delinquent accounts; researching information from credit organizations; maintaining records on delinquent accounts and credit risks. Issues progressive requests for payment of past-due accounts. Within policy limits, works out payment plans for past due accounts, referring large cases to the manager for approval. Has frequent contact with sales staff regarding qualification of accounts.
Credit and/or Collection Clerk	9524	Experienced level of credit and collections clerical work. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 2+ years of related experience, or equivalent. Work includes reviewing credit applications and delinquent accounts; researching information from credit organizations; maintaining records on delinquent accounts and credit risks. Incumbents issue progressive requests for payment of past-due accounts. Much of the time is spent using a keyboard and using appropriate software applications, including web resources. Incumbents make non-routine choices within established precedent and policies, referring unusual situations to a supervisor.
Accounting Clerk I (Entry)	9525	First of three levels of accounting clerical work. The job typically requires reading, communication and math skills commensurate with a high school education or GED and no previous accounting experience, or equivalent. Work is task oriented, routine and repetitive, such as matching bills to purchase orders or entering data. Much of the time is spent using a keyboard. Follows instructions and is subject to close supervision.
Accounting Clerk II (Experienced)	9526	Second of three levels of accounting clerical work. The job typically requires a general understanding of accounting principles commensurate with 2+ years of accounting training or experience, or equivalent. In larger departments this level may specialize in accounts payable, accounts receivable or another area of accounting. Incumbents make routine choices within established procedures. Incumbents perform basic troubleshooting to reconcile account balances and inquiry to obtain missing information or verify unusual data. An intermediate level of computer skill is required, usually involving use of an accounting software package and spreadsheets to enter, compile or extract data. Work is relatively independent, with supervision available to address non-routine questions.
Accounting Clerk III (Advanced)	9527	Third of three levels of nonexempt accounting. The job typically requires 5+ years of accounting training and experience, or equivalent. This job may be called Accounting Technician or Senior Accounting Clerk. Incumbents at this level are qualified to work in all phases of accounting. However, in a large organization work may be specialized. Incumbents make non-routine choices within established precedent and with limited supervision. A higher level of computer skill is required, including mastery of the internal accounting package and strong spreadsheet skills. At this level, incumbents will assist with monthly trial balances and custom report generation involving intermediate levels of financial analysis using generally prescribed procedures. Incumbents may provide technical direction and work review to lower level accounting staff, but do not provide complete supervision. Do not report staff with four-year degrees in accounting or a closely related field.
Section 3 -Purchasing		
Purchasing Manager	9528	Manager responsible for operation of a department focused on procurement of materials and supplies needed for the operation of the organization. The job typically requires a bachelor's degree and 6+ years of experience. Develops and recommends to senior management purchasing policies for the organization. Manages the purchase of machinery, equipment, tools, raw material, services and supplies necessary for operation of an organization. May actively participate in vendor selection and purchasing of the most critical goods or services. Supervises the maintenance of records of purchases, delivery dates, vendors, costs and other resources. Approves plans to work out remedies for defective or unacceptable goods or services. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a manager of merchandising buyers.
Purchasing Supervisor	9529	First level of purchasing supervision. The job typically requires an associate's or bachelor's degree and 5+ years of experience. Responsible for the supervision of non-exempt employees who perform duties related to the purchase of materials and supplies needed for the operation of the organization. Typical duties of these employees include placing orders with vendors, revising orders, following up on orders to assure satisfactory delivery, verification of invoices against original orders, and maintenance of purchase order and invoice files. Report supervisors of professional buyers as Purchasing Manager; this is not a supervisor of merchandising buyers.
Purchasing Clerk	9530	First level of purchasing. The job typically requires math and problem solving skills equivalent to a high school diploma or GED and 1+ years of related training or experience, or equivalent. Duties include issuing purchase orders to replenish stocks where prices and vendors are mostly pre-established. Incumbents may receive purchase requests from others or initiate orders based on standard stock levels or order issuing criteria. Incumbents use computer terminals or PC's to record data. Incumbents follow established procedures and have readily available supervision.
Buyer I	9531	First of three levels of professional purchasing. The job typically requires an associate's or bachelor's degree in business, or equivalent. Under supervision of a purchasing manager and/or with direction from senior purchasing staff, performs purchasing duties of limited scope and authority. Prepares bid specifications, receive bids and make purchases of commodities or goods where the financial impact is limited. May work directly in support of line operations and in collaboration with department managers, engineers or operations staff. Materials or equipment purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a merchandising buyer.

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Job Family & Job Title	Job Code	Job Description
Buyer II	9532	Second of three levels of professional purchasing. The job typically requires an associate's or bachelor's degree in business and 3+ years of experience, or equivalent. Incumbents at this level have the authority to purchase at the most favorable price consistent with quality, quantity, delivery and other factors, raw materials, equipment, machinery and/or supplies for the operation of the organization. Prepares bid specifications, receives bids and makes purchases of commodities or goods where the financial impact is moderate. May work directly in support of line operations and in collaboration with department managers, engineers or operations staff. Participates in the selection of vendor sources and has considerable latitude in determining acceptable price. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a merchandising buyer.
Buyer III (Purchasing Agent)	9533	Third of three levels of professional purchasing. The job typically requires an associate's or bachelor's degree and 5+ years of experience, or equivalent. Duties include coordinating activities involved with procuring goods and services, such as raw materials, equipment, tools, parts, supplies, and advertising, for the establishment. Confers with vendors to obtain product or service information, such as price, availability, and delivery schedule. May work directly in support of line operations and in collaboration with department managers, engineers or operations staff. Estimates values according to knowledge of market price and determines method of procurement, such as direct purchase or bid. Prepares bid specifications, receive bids and make purchases of commodities or goods where the financial impact is great. Works out remedies for defective or unacceptable goods or services with inspection or quality control personnel, users, vendors and others. Provides work direction and training to other professional staff and non-exempt buyers. Materials purchased are processed, consumed or used in the organization and are not purchased for direct resale; this is not a merchandising buyer.
Section 4 - General Office		
Office Services Manager	9534	Responsible for providing all or most office services support to the entire facility, or major organizational unit. The job typically requires a bachelor's degree in business administration or a related field and 5+ years of experience in organizing, supervising, and coordinating personnel, facilities, and equipment, or equivalent. Responsible for services that are centralized, such as duplicating, filing, telephone, mail room, reception, and administrative support. May be responsible for the purchase of office supplies and for the planning, purchase, and maintenance of office equipment. Does not include office managers with significant operations responsibility beyond the providing of actual office services. May supervise through subordinate supervisors.
Office Administrator (Small Company or Branch Office)	9535	Supervisory administrative job with responsibility for multiple support functions for a small company office or a branch office location. The job typically requires some training beyond high school and 5+ years of experience, or equivalent. Typical responsibilities extend to all, or some, of the following functions: office support, telecommunications, mail, copy center, security, facilities, purchasing, computer support, payroll, bookkeeping, human resources and customer service. Supervises non-exempt staff engaged in any of the functions listed above. May use and direct outside resources to assist with some of the job functions.
Senior Project Manager	9536	Manager in charge of designated projects having significant business unit impact. The job typically requires a bachelor's degree and 6+ years of experience, or equivalent. The incumbent is responsible for planning, administering and completing assigned projects, which may cross several functional areas, such as facilities, operations, marketing, or administration. Assignments may vary in length and complexity, but are generally not permanent. The incumbent does not typically supervise staff, but may provide work direction to individuals supporting a project. Do not report IT project managers or individuals managing construction projects.
Project Manager	9537	Manager in charge of designated projects. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. The incumbent is responsible for planning, administering and completing assigned projects, which may cross several functional areas, such as facilities, operations, marketing or administration. Assignments may vary in length and complexity, but are generally not permanent. The incumbent typically does not supervise staff, but may provide work direction to individuals supporting a project. Do not report IT Project Managers or individuals managing construction projects.
Administrative Assistant I	9538	First level administrative assistant job, typically requiring reading, communication, math and problem solving skills equivalent to a high school education or GED and 1+ years of experience, or equivalent. Performs administrative support work; specific duties vary with department(s) assigned. Assists the supervisor and other department personnel by performing a variety of duties in support of department functions, such as meeting planning, preparing documents, or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics or scheduling. Other skills may include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents make routine choices within established guidelines, with readily available supervision.
Administrative Assistant II	9539	Experienced level administrative assistant job. The job typically requires high school graduate level reading, communication, math and problem solving skills and 3+ years of experience, or equivalent. Incumbents perform administrative support work; specific duties vary with department(s) assigned. Assists the department or function manager and other department or function staff by performing a variety of support duties, such as conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills may include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents make non-routine choices within established guidelines, with minimal supervision.
Administrative Assistant III	9540	Highest level administrative assistant job, not directly supporting the CEO or President. The job typically requires high school graduate level reading, communication, math and problem solving skills and 5+ years of experience, or equivalent. Incumbents perform administrative support work; specific duties vary with department(s) assigned. Assists the department or function manager and other department or function staff by performing a variety of support duties, such as conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use, and may train others to use, computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills typically include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents may set precedent within limits and/or administer operating rules and procedures under management guidance. Incumbents may provide work direction to other support staff.
Administrative Assistant to Chief Executive Officer	9541	Highest level administrative assistant job, equal in skills to the level III administrative assistant job, but directly supporting the CEO or President. The job typically requires high school graduate level reading, communication, math and problem solving skills and 5+ years of experience, or equivalent. Assists the top executive by performing a variety of support duties, such as screening calls, conference or meeting planning, preparing complex documents or coordinating activities. Collects, compiles, records or otherwise gathers data and prepares standard and custom reports with information necessary for decision-making. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Other skills typically include use of a programmable telephone system, audiovisual equipment or the internet. Incumbents must have the ability to exercise independent judgment and exercise discretion regarding confidential matters. Incumbents may provide work direction to other support staff.
Telephone Operator/ Receptionist/ Secretary	9542	This is a combination job performing at least two of the three listed functions in the title at the corporate, division or departmental level. The job typically requires high school graduate level communication and problems solving skills with previous experience of less than 1 year, or equivalent. Receives visitors, secures identification, and determines whom they wish to see. Announces visitors and directs them to the proper office when authorized. Issues visitor's badge and registers as required. Operates a telephone console, receives incoming calls and connects to the proper party. Answers general requests for information within established guidelines. Performs routine secretarial duties such as typing, data entry, schedule coordination, making travel arrangements or handling company mail.

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Job Family & Job Title	Job Code	Job Description
Receptionist	9543	This is a specialized job performing reception duties at the corporate, divisional or departmental level. The job typically requires high school graduate level communication and problem solving skills with previous experience of less than 1 year, or equivalent. Receives visitors, secures identification, and determines whom they wish to see. Announces visitors and directs them to the proper office when authorized. Issues visitor's badge and registers as required. Work is task oriented with routine decisions within established guidelines, with readily available supervision. Incumbents may perform other support tasks that can be done while in the reception area.
General Clerk I (Entry Level)	9544	First of three levels of general clerical work. The job typically requires high school graduate level reading, communication and math skills and no previous experience, or equivalent. Duties include performing routine clerical procedures in support of an assigned department or function. Duties may include combinations of counter work, filing, checking, redirecting, or entering data into a computer. Incumbents follow prescribed procedures in handling, classifying, filing or indexing data. Working under close supervision, incumbents perform simple computations according to clearly defined principles. Do not report jobs specializing in customer service, accounting, data entry or filing.
General Clerk II (Experienced)	9545	Second of three levels of general clerical work. The job typically requires high school graduate level reading, communication and math skills and 2+ years of experience, or equivalent. Incumbents normally are familiar with department or functional operations and are able to work with minimal assistance. Incumbents perform clerical, counter work and typing duties of some diversity, requiring the application of various standard procedures and preparation or use of several types of forms, reports or records. Incumbents may post data directly to a database from information furnished. Posting may involve some intermediate operation such as cross-checking, comparison or ordinary calculations. Incumbents may prepare and type reports, orders or other forms such as requisitions, schedules or control records of various types. Do not report jobs specializing in customer service, accounting, data entry or filing.
General Clerk III (Advanced)	9546	Third of three levels of general clerical work. This job typically requiring high school graduate level reading, communication and math skills and 5+ years of experience, or equivalent. Incumbents have a high degree of understanding of the work function and will typically provide work direction to other clerical staff within the area. Incumbents perform a variety of clerical and typing duties, some non-routine and complex in nature. Incumbents utilizes knowledge of company policies and procedures in maintaining files, records, and other information. Incumbents work under minimal supervision, using good judgment in resolving routine problems. Do not report jobs specializing in customer service, accounting, data entry or filing.
Section 5 - Information Technology		
IT Director	9731	Responsible for all corporate information technology activities including systems analysis, programming, and computer auxiliary operations. This job typically requires a bachelor's degree in computer science and 10+ years of experience, or equivalent. Under a broad corporate plan, develops policies, procedures, technical standards, methods, and schedules. Oversees the strategic relationship between information technology and other functions within the organization. Maintains the organization's awareness of developments in information technology and computer hardware and software for the formulation of long- and short-range plans for the acquisition and implementation of new equipment and techniques. Reports to management on information technology plans, projects, performance and related matters. Directs and provides functional direction to middle IT managers in a division, subsidiary or region. Typically, this position reports to the chief information technology executive. In small and mid-sized organizations this may be the top IT position reporting to a top-level executive position.
Network Administrator	9771	Under general direction, is responsible for the technical design, configuration, and implementation of local and wide area network solutions between multiple platforms including ongoing technical support to remote area networks, Internet, and EDI communications. Job typically requires a bachelor's of arts degree, and incumbents usually have special certification such as CNE and 5+ years of experience, or equivalent. Has thorough knowledge of multi-protocol systems and extensive implementation experience with multi-vendor network systems. Is responsible for troubleshooting network usage, workstations, and computer peripherals. Will develop and implement policies and standards and ensures adherence to security procedures.
Programming Analyst Manager	9547	Manages employees engaged in the analysis of administrative, scientific, or engineering functions and the subsequent design of systems involving electronic data processing applications to perform these functions. The job typically requires a bachelor's degree and 8+ years of related experience, or equivalent. Responsible for scheduling, assigning, and coordinating the work of subordinate systems analysts. Also responsible for coordinating and maintaining liaison with the various operating units affected by systems studies as well as verifying the quality of studies performed by subordinates and for directing their training in techniques of systems analysis. May work with other technical personnel in establishing time schedules and priorities for development of data processing applications. May have responsibility for all or only a part of the systems analysis function.
Programming Analyst I	9548	First of three levels of professional programming/analyst. The job typically requires a bachelor's degree and no related experience, or equivalent. Under direct supervision, assists in determining the relevance of computer programs relative to specific administrative, scientific, and engineering functions or problems. Assists senior-level analysts in preparing detailed specifications from which programs will be written. Will also assist in the analysis and revision of existing system logic difficulties and documentation, as necessary. Carries-out progressively more difficult assignments involving the compiling, summarizing, and analysis of data concerning the function or problem being studied. May prepare flow charts to outline the existing process or the proposed solution to the problem.
Programming Analyst II	9549	Second of three levels of professional programming/analyst. The job typically requires a bachelor's degree and 2+ years of related experience, or equivalent. Under general supervision, studies specific administrative, scientific, or engineering functions to determine, define, and formulate the applicability of new or modified application programs. Identifies all aspects of the assigned problem and evaluates user requirements in terms of the capabilities of the available hardware and software. Develops proper documentation that outlines the logical steps to be followed in solving the problem and prepares systems specifications including input and output formats. Able to work in most aspects of application systems analysis in accordance with acceptable practices standards.
Programming Analyst Senior	9550	Third of three levels of professional programming/analyst. The job typically requires a bachelor's degree and 5+ years of related experience, or equivalent. Under general direction, plans and performs the analysis of major company activities and guides the subsequent design and implementation of systems for the application of electronic data processing or for the improvement of existing data processing applications. Job is concerned primarily with the broad aspects of data processing systems with the objective of utilizing available personnel resources and computer hardware and software to provide the information that is most useful to the company in the most efficient manner. Job is concerned with the interaction between systems, not only to avoid redundancies in storage and processing, but also to take advantage of new and more effective ways of providing needed information. May occasionally train and guide the work of less experienced analysts, but this function is incidental to specific projects.
Database Analyst	9551	Designs database applications to specifications provided by higher-level staff. The job typically requires a bachelor's degree and 1+ years of related experience, or equivalent. Tests, corrects, monitors and updates developed applications. Evaluates database performance. Tunes and reorganizes databases as needed. Sets up back-up and recovery procedures for databases. Controls access to data in physical database designs for both privacy and security.
Database Analyst - Senior - No Data	9552	Senior level position involved in redesigning databases as business needs change. The job typically requires a bachelor's degree and 5+ years of related experience, or equivalent. Designs, codes, tests and executes physical databases from logical designs. Evaluates database quality. Tunes and reorganized databases as needed. Recommends ways the new database management systems can be implemented.

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Job Family & Job Title	Job Code	Job Description
Webmaster	9775	Responsible for maintaining and modifying the organization's Internet/Intranet efforts including content, graphical and multimedia displays, and communications. The job typically requires a bachelor's degree and 3+ years of experience in web design and development, including development of complex HTML documents with embedded graphics, forms, audio, video and script objects, or equivalent. Supervises development efforts including content, design and production. Responsible for website maintenance, updating existing information and creating new content. Maps the flow of the website, creates general graphics, provides specifications to the Web Author, Web Developer, and outside vendors for the development of databases, interactive applets, and custom graphics. Acts as a liaison between the site and users. Has considerable knowledge of multiple operating systems (e.g., UNIX, Sun SOLARIS, Mac).
Help Desk Manager No Data	9769	Manager position responsible for directing the day-to-day activities of the Help Desk Department and its analysts, ensuring performance standards and service levels are met. The job typically requires a four-year degree and 5+ years of experience, or equivalent. Manages and delivers all end-user support, maintenance, and scheduling of new installations and may manage dispatching of technicians. Ensures that technical problems are promptly handled with a minimal amount of user inconvenience. Monitors staff and their resolution of user problems to ensure optimum user-system performance. Will implement the necessary administrative procedures to monitor, log, and track technical problems and/or user difficulties. Typically, this position takes part or is the lead person in the evaluation of software/hardware used by the help desk group. Will prepare reports related to department activities, system functionality, and staff performance. Exclude those who simply lead the department by their ability to resolve the more technical problems.
Help Desk I (Entry)	9553	First of three levels of help desk job. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 1+ years of training and experience in computer software and hardware applications, or equivalent. Assists users in resolving problems through discussion and diagnosis. Takes the necessary steps to remedy the problem and refers more complex problems to a higher level.
Help Desk II (Experienced)	9554	Second of three levels of help desk job. The job typically requires specialized training beyond high school and 2+ years of experience in computer software and hardware applications, or equivalent. Assists users in resolving problems through discussion and diagnosis. Takes the necessary steps to remedy the problem. Incumbents are usually able to diagnose problems and will refer problems requiring specialized intervention to a higher level.
Help Desk III (Advanced)	9555	Third of three levels of help desk job, sometimes called Coordinator. The job typically requires specialized training beyond high school and 5+ years of experience in computer software and hardware applications, or equivalent. Assists users in resolving difficult problems, often referred by less experienced staff, through discussion and diagnosis. Takes the necessary steps to remedy the problem. Incumbents are nearly always able to diagnose problems and will refer problems requiring specialized intervention to a higher level. Incumbents at this level may provide work direction and training to others. May dispatch Computer Technicians.
Computer Technician I	9556	First of three levels of computer technician work. The job typically requires completion of a formal technical program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Supervision is readily available and work is usually reviewed by more experienced staff. Incumbents assist with setup, repair and cabling activities relating to computer and network hardware and software. Incumbents may replace internal boards or components, install drivers, customize system settings, attach peripheral equipment and troubleshoot user problems. Work may involve multiple platforms. Work includes lifting, handling or maintaining equipment.
Computer Technician II	9557	Second of three levels of computer technician work. The job typically requires a two-year degree and 2+ years of experience, or equivalent. Work assignments are varied and of greater scope and complexity, often involving testing and troubleshooting to identify problems. Under limited supervision, incumbents analyze, troubleshoot, repair, and maintain the computer system, terminal network, and peripheral equipment relating to computer and network hardware and software. Performs routine preventative maintenance on all computer system equipment. Utilizes diagnostic programs and electronic test equipment. Performs analysis and administrative tasks in the planning, design and installation of new and existing personal computer-based applications. Troubleshoots and modifies PC software applications. May work on complex applications and be involved in making recommendations or decisions to meet overall departmental or organizational needs.
Computer Technician III No Data	9558	Third of three levels of computer technician work. The job typically requires a two-year degree and 4+ years of experience, or equivalent. Incumbent analyzes, troubleshoots, repairs, and maintains the computer system, terminal network, and peripheral equipment. Performs more advanced maintenance on all computer system equipment. Utilizes diagnostic programs and electronic test equipment. Will isolate, resolve and follow-up with end-users to resolve technical problems of a high level of complexity. Performs analysis and administrative tasks in the planning, design and installation of new and existing personal computer-based applications. Troubleshoots and modifies PC software applications. May work on complex applications and be involved in making recommendations or decisions to meet overall departmental or organizational needs. This level may provide training and work direction to less experienced technicians.
Computer Operator I (Entry) No Data	9559	Entry-level position in the area of computer operations. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and less than 1 year of computer operator training and experience, or equivalent. Incumbents perform diversified duties involving the operation of a computer and auxiliary equipment such as high-speed printer and peripheral machines. Working under close supervision and following standard procedures, loads and executes jobs/programs and monitors and controls a computer console to automatically process and store data. Incumbents perform scheduled backups and maintain computer logs relative to machine performance and utilization. Incumbents at this level require frequent assistance with problem solving.
Computer Operator II (Experienced) No Data	9560	Experienced level position in the area of computer operations. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 2+ years of experience in the operation of computer devices. Incumbents perform diversified duties involving the operation of a computer and auxiliary equipment such as high-speed printers and peripheral machines. Working under limited supervision and following standard procedures, loads and executes jobs/programs and monitors and controls a computer console to automatically process and store data. Incumbents perform scheduled backups and maintain computer logs relative to machine performance and utilization. Incumbents at this level are able to solve most problems without assistance.
Computer Operator III (Advanced) No Data	9561	Advanced level position in the area of computer operations. The job typically requires reading, communication and math skills commensurate with a high school diploma or GED and 4+ years of experience in the operation of computer devices. Under minimal supervision, loads and executes jobs/programs and monitors and controls a computer console to automatically process and store data. Incumbents perform scheduled backups and maintain computer logs relative to machine performance and utilization. Incumbents at this level are competent to work on all phases of computer operations and may provide troubleshooting assistance and work direction to others.
Data Entry Operator I (Entry) No Data	9562	Entry level data entry. The job typically requires high school graduate level reading, communication and math skills and no previous experience, or equivalent. Under close supervision, transcribes data from source documents using data entry devices, or a keyboard, following generally standardized procedures and instructions. Little or no selecting coding or interpreting of data is required. Incumbents refer problems, such as erroneous items or codes and missing information, to a supervisor.
Data Entry Operator II (Experienced)	9563	Experienced level data entry. The job typically requires high school graduate reading, communication and math skills and 2+ years of experience, or equivalent. Under limited supervision, following more complex procedures and instructions, transcribes data from source documents using data entry devices, or a keyboard. May involve selection of codes or interpretation of data entered. Incumbents may solve routine problems such as erroneous items or codes and obtain missing information. More extensive problems are referred to a supervisor.

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Job Family & Job Title	Job Code	Job Description
Section 6 - Design & Technical		
Desk-Top Publishing Operator	9764	Experienced desk-top publishing operator job. The job typically requires a high school diploma and 2+ years of related training or experience, or equivalent. Duties include preparation of more complex report documents, or other printed media, and the judgment to lay out pages in a pleasing and efficient manner. Incumbents use advanced features of software publishing applications. Incumbents may prepare web page layouts.
Technical Illustrator No Data	9564	Experienced technical illustrator. The job typically requires specialized training or experience. Incumbents will draw, sketch or modify images for use in technical manuals or web sites. Drawings may include exploded layouts of product to accompany user instructions. Incumbents may use computer graphics applications or other media to accomplish the desired end result.
Copywriter I No Data	9565	Commercial copywriter. The job typically requires a two or four year liberal arts degree and 1+ year of experience, or equivalent. Duties include writing copy for advertising, brochures, catalogs, marketing letters or other publications. Work is reviewed by an editor or other experienced staff. Do not report trainees.
Graphic Artist	9784	Experienced commercial artist. The job typically requires a two or four year liberal arts degree and 3+ years of experience, or equivalent. Incumbents will draw, sketch or modify images of merchandise or models for use in catalogs, advertising, technical manuals, displays or web sites. Incumbents may scan, edit, crop or otherwise modify images. Incumbents may use brushes, air brushes, computer graphics applications or other media to accomplish the desired end result.
Press Operator-One or Two Color	9566	Experienced offset press operator. The job typically requires high school graduate level reading, communication and math skills and 1+ years of related experience, or equivalent. Incumbents set up and operate one or two color presses (typically sheet fed) to print items such as instruction sheets, letterhead, forms or other materials used in support of the organization. Incumbents are able to prepare plates from camera ready copy. Incumbents work under limited supervision and may be the sole operator in an organization.
Section 7 - HR & Safety		
Human Resource Director	9567	This is the top human resource position where the function is staffed at a director level and the job is usually not considered part of the executive cabinet. The job typically requires a degree in human resources and 8+ years of general human resources experience, including management experience, or equivalent. Directs and coordinates organization activities related to human resources and industrial relations functions. Job duties include, but are not limited to, employment, compensation, benefits, payroll, organizational development, employee relations, performance management, affirmative action, training, recruitment, and safety. Establishes and implements programs and policies designed to protect company and employee interests in accordance with company HR policies and governmental laws and regulations. Identifies and complies with legal requirements and government reporting regulations. The director supervises human resource staff, often through subordinate supervisory-level staff. Additional responsibilities for functions such as administration or facilities may be included. Typically reports to an executive vice president or directly to the CEO, and will develop and recommend policies for approval by senior management.
Human Resource Manager	9568	Manages and coordinates organization activities related to one or more human resources and industrial relations functions. The job typically requires a degree in human resources and 5+ years of human resources experience, or equivalent. Job duties may include, but are not limited to, employment, compensation, benefits, payroll, organizational development, employee relations, performance management, action, training, recruitment, and safety. Recommends and develops policies and implements approved programs and policies designed to protect company and employee interests in accordance with company HR policies and governmental laws and regulations. Identifies and complies with legal requirements and government reporting regulations. The manager may supervise human resource or payroll staff. Typically reports to as director or vice president, but may report directly to the CEO, and will develop and recommend policies for approval by senior management.
Human Resource Generalist, Senior	9569	Experienced human resource professional, typically in an organization with more than one human resource staff person, with responsibility for multiple human resource activities. The job typically requires a degree in human resources and 4+ years of experience in multiple areas of human resources, or equivalent. Duties include supporting the organization in several areas of human resources, which may include coordinating employment activities, participating in union contract negotiations (where applicable), receiving and acting on employee complaints or grievances, administering employee records, ensuring compliance with employment laws and regulations, recommending and coordinating employee training activities and administering compensation, benefits, performance and other programs. May provide training and work direction to human resources or payroll support staff. Typically reports to a Human Resource Manager, Director or VP and administers functional rules and procedures under management guidance.
Human Resource Generalist	9570	Human resource professional, typically in an organization with more than one human resource staff person, with responsibility for several human resource activities. The job typically requires a degree in human resources and 1 year or less of experience, or equivalent. Duties include supporting the organization through work in several areas of human resources, which may include coordinating employment activities, participating in union contract negotiations (where applicable), receiving and acting on employee complaints or grievances, administering employee records, ensuring compliance with labor laws and regulations, recommending and coordinating employee training activities and administering compensation, benefits and performance programs. Typically reports to a Manager, Director or VP of Human Resources and administers functional rules and procedures under management guidance.
Human Resource Assistant	9571	Paraprofessional human resource job. The job typically requires two years of formal training beyond high school and 1+ years of experience in the field of human resources, or equivalent. Incumbents typically assist in more than one area of human resources, such as new employee orientation, worker's compensation, staffing, and relocation. Incumbents create and maintain employee personnel records, including tracking systems for vacation, sick leave and FMLA. Incumbents provide customer service to employees by answering questions regarding policies and procedures. Incumbents may also provide assistance in other areas of human resources by doing special projects, such as completing benefit and salary surveys. Incumbents may use specialized software applications. Incumbents work under limited supervision and will often make decisions based upon established policies and/or procedures.
Compensation and Benefits Director	9572	Director level job responsible for operation of a department focused on employee compensation and benefit programs. The job typically requires a bachelor's degree with 8+ years of experience, or equivalent. Through subordinate supervisors or managers specializing in portions of the overall function, directs the total rewards function. Directs program design and implementation, including selection of outside service providers. Makes final recommendations to executive management regarding individual and group compensation adjustments and group benefit plans. May work with the compensation committee of the Board of Directors to coordinate the design of executive compensation.
Benefits Manager	9573	Manager responsible for operation of a department focused on employee benefit programs. The job typically requires a bachelor's degree with 5+ years of experience, or equivalent. Manages the employee benefits program for the organization. Plans and directs implementation and administration of benefits programs designed to protect employees against loss of income due to illness, injury, layoff, or retirement. Directs preparation and distribution of employee communications regarding benefits programs, such as insurance and pension plans, paid time off, bonus pay, and special employer sponsored activities. Directs the analysis of current benefit policies in order to support decisions necessary to establish market competitive benefit programs. Directs the evaluation of services, coverage, and options available through insurance and investment companies, to determine programs best meeting needs of the organization. Recommends benefit plan changes to management. Plans modification of current benefit programs, utilizing knowledge of laws and agreements with labor unions, to ensure legal compliance.

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Job Family & Job Title	Job Code	Job Description
Benefits Assistant	9574	First level of support work dedicated to benefits administration. The job typically requires specialized training beyond high school and experience of 1 year or less, or equivalent. Incumbents answer employee questions regarding benefits and maintain records of employee enrollment in benefit programs. Incumbents check insurance application or change forms and verify that information on forms submitted by employees is complete and accurate. Incumbents may contact various insurance companies or medical providers regarding medical, dental, disability, flex accounts, workers' compensation or other insurance claims or questions. The job typically requires the use of a computer and application of appropriate software packages. Makes decisions based upon established policies and procedures and works with readily available supervision. Does not serve in the capacity of plan administrator.
Compensation Manager	9575	Manager responsible for operation of a department focused on compensating employees within the organization. The job typically requires a bachelor's degree and 5+ years of experience, or equivalent. Under direction of a senior human resource manager or executive, is responsible for the management of the organization's compensation program. The incumbent directs development and application of techniques of job analysis, job descriptions, evaluations, grading, and pricing. Utilizes information to determine and record job factors and to determine and convert relative job worth into monetary values. Manages the analysis of company compensation policies and their financial impacts, oversees compliance with government regulations concerning pay. Directs the determination of prevailing rates in competing organizations and markets in order to comply with legal requirements and to establish competitive rates designed to attract, retain, and motivate employees. Provides background analysis for negotiating agreements with labor unions. Makes final recommendations to executive management regarding individual and group compensation adjustments and approves merit increases permitted within budgetary limits and according to pay policies. May work with the compensation committee of the Board of Directors to coordinate the design of executive compensation.
Training Manager	9576	Manager of professional training with a primary focus on development and delivery of training materials and programs. The job typically requires a bachelor's degree and 6+ years of experience, or equivalent. Duties include needs identification, material preparation, media selection, vendor management and coordination with internal customers. Training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Specific tasks may include reviewing vendor proposals, monitoring quality of material, managing cost and assessing effectiveness. Working within overall direction established by senior management, solves complex technical problems and develops and recommends new alternatives. Manages department staff and budgets.
Training Specialist I	9577	First level of professional trainer with primary focus on conducting employee or customer training. The job typically requires a bachelor's degree and experience of less than 1 year, or equivalent. Duties include assisting with preparation of multi-media training materials and delivery of those materials in a classroom or work environment. Training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Receives considerable development direction from senior staff and management and may spend the majority of time delivering training.
Training Specialist II	9578	Experienced level of professional trainer with primary focus on conducting employee or customer training. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. Duties include preparation of multi-media training materials and delivery of those materials in a classroom or work environment. The training content may cover work procedures, product use, safety, customer service, work skills, language skills or other topics. Works under limited supervision and has significant responsibility for needs identification and program design as well as delivery of training. May provide training and direction to less experienced staff.
Technical/ Professional Recruiter	9579	Experienced level of professional recruiter with a primary focus on recruiting for technical jobs, such as information technology, engineering, research, consulting, management or similar. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. Requires familiarity with the technology and terminology of the target technical field(s). Duties include working with management to define job qualifications and advertising in multiple media venues. Incumbents pre-screen job candidates, conduct background checks and assist management with conducting interviews and selection. Networks within the industry and community and may actively recruit from colleges. Markets the organization to potential employees and explains benefits and compensation programs as well as company expectations. Recruiters at this level typically work under limited supervision and will exercise considerable initiative.
Employment Interviewer (Staffing Representative) No Data	9580	Professional recruiter with a primary focus on recruiting hourly, salaried non-exempt or non-management exempt jobs. The job typically requires a bachelor's degree and 1 year or less of experience, or equivalent, with thorough knowledge of the legal aspects of recruitment and selection. Duties include working with management to define job qualifications and advertising in multiple media venues. Pre-screens job candidates, conducts preliminary interviews, administers skills tests, arranges drug tests, conducts background checks and assists management with conducting interviews. Markets the organization to potential employees and explains benefits and compensation programs as well as company expectations. Networks within the community and may participate in job fairs. May make employment offers for lower level jobs based on predetermined standards without involving line management.
Safety Engineer, Director/ Manager	9748	Studies plant for industrial hazards and directs a program for preventing accidents and reducing their frequency. Supervises the installation of safety guards on machinery or wherever needed. Studies each accident to determine cause and method of prevention. Educates workers with safety programs.
Section 8 - Marketing, Sales & Service		
Marketing Director	9581	Director of professional marketing with responsibility for market research, advertising and marketing strategy development. The job typically requires a bachelor's degree and 10+ years of experience, or equivalent. Duties include oversight of all marketing functions where the sales department is organized as a separate entity or is delegated to brokers or independent sales representatives. Coordinates with sales and design functions to develop marketing strategies for new and existing products or services. Under top management guidance, develops creative ways to differentiate products or services. Manages marketing department staff and budgets.
Marketing Manager	9582	Manager of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and 8+ years of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Working within overall direction established by senior management, solves complex technical problems and develops and recommends new alternatives. Manages department staff and budgets. This is distinguished from direct sales and marketing research jobs, but may include elements of each. See the National Executive Compensation Survey for the top marketing position.
Marketing Generalist I	9583	First of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and less than one year of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Receives considerable project direction from senior staff and management and may spend the majority of time working on assigned segments of a project. This is distinguished from direct sales and marketing research jobs, but may include elements of each.
Marketing Generalist II	9584	Second of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and 3+ years of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Works under limited supervision and has total project responsibility. May provide training and direction to support staff. This is distinguished from direct sales and marketing research jobs, but may include elements of each.

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Job Family & Job Title	Job Code	Job Description
Marketing Generalist III	9585	Third of three levels of professional marketing with a diverse set of marketing activities. The job typically requires a bachelor's degree and 5+ years of experience, or equivalent. Duties include research, analysis, advertising materials development, direct mail, website content development, organization of product expositions, exhibiting at trade fairs and conventions, proposal development and preparation of reports to assist with decision making. Works under general management guidance and has total project responsibility for the larger or more complex projects requiring advanced design and analysis. Provides training and work direction to other professional and support staff. This is distinguished from direct sales and marketing research jobs, but may include elements of each.
Sales Manager	9741	Directs the sales force in marketing the company's products or services. Maintains sales budgets; sets prices and discounts; monitors performance of sales force; develops and implements sales programs and accompanies sales people on key sales calls. Responsible for sales training programs and the development of the sales force.
Service/Sales Representative I, Outside	9780	Under general supervision is responsible for servicing and selling company products and/or services for assigned territory or accounts. Develops new accounts which purchase products or services from the company. Has specialized knowledge of company products, services and policies. May guide the work of lower level service/sales representatives in a lead capacity only.
Service/Sales Representative II, Outside	9781	Under direct supervision is responsible for selling and servicing of company products and/or services for assigned territory and/or accounts. Develops new accounts which purchase products or services sold by the company. Has specialized knowledge of company products, services and policies.
Sales/ Marketing Assistant	9586	Experienced level sales and marketing administrative assistant job. This job typically requires an associate's degree and 2+ years of experience, or equivalent. Incumbents perform administrative support work specific to sales and marketing department(s). Incumbents assist the department manager and other department staff by performing a variety of support duties, such as data collection, compilation, research, records maintenance, custom reports, sales reports, customer profiles or program reports. Incumbents may assist with preparation of marketing materials, maintain marketing materials inventory, serve as liaison with print shop vendors or distribute literature. Incumbents typically use computer applications for word processing, spreadsheets, databases, graphics, web page content preparation or scheduling. Incumbents may set up audiovisual or telecommunications equipment. Incumbents must have the ability to exercise independent judgment and discretion. Incumbents make non-routine choices within established guidelines, with minimal supervision.
Order Processing Supervisor	9587	Supervisor in charge of order processing. The job typically requires an associate's degree in business and 3+ years of order processing experience, or equivalent. Responsible for managing non-exempt order processing staff. Specific tasks performed in the department include receiving orders by mail, telephone, fax, internet, city desk or direct sales staff and processing orders to the point of authorizing order fulfillment. Verifies credit, records payment receipts, processes credit card payments, quotes prices, and verifies product availability. Forwards processed orders to the proper department or vendor for fulfillment to a designated client and address.
Telephone Order Processing Representative	9588	Inbound order taker. The job typically requires good verbal skills and the ability to accurately enter order information in the order management system, a high school diploma and related experience of less than 1 year, or equivalent. Incumbents may inform callers of product availability and pricing. Generally callers are predisposed to making a purchase or issuing an order when they call.
Telephone Sales Representative	9589	Experienced telephone sales representative, sometimes called In-house Sales Representative. Typical requirements are an associate's degree and 2+ years of related experience, or equivalent. Requires strong communications skills and product/service knowledge. Duties include selling product or services to existing and new accounts using the telephone, e-mail or mail as the primary media for contact and negotiation. Incumbents may partner with outside sales staff to serve larger accounts. Do not report outbound telemarketers or telephone order takers here.
Telemarketing Supervisor No Data	9590	First line supervisor of a telemarketing operation. The job typically requires specialized training in supervision and 5+ years of job related training and experience, or equivalent. Supervises Telemarketing Representatives and related support staff. Working under management guidance, schedules work, assists with employee selection, reviews employee performance, administers work rules and recommends compensation, unless it is governed by contract. Responsible for managing department productivity and work quality. Recommends equipment upgrades, staffing adjustments and training programs. Provides training, monitors calls, maintains documentation of leads generated and oversees coordination with other functions, such as accounting, sales, production, distribution or merchandising. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
Telemarketing Sales Representative No Data	9591	Outbound telemarketing job. The job typically requires good verbal communications skills and the ability to accurately enter order information in the order management system, or equivalent. Calls may be random or to identified target business or consumer lists. The immediate objective may be to inform, sell, or pre-qualify contacts. Scripts are pre-written and supervision is readily available.
Customer Service Director	9605	Director of a customer service function. The job typically requires a bachelor's degree in business or a related field and 8+ years of experience in a customer service role with management experience, or equivalent. Plans, directs and controls the customer service function in order to meet company goals. Selects, develops, retains, and directs qualified supervisory and professional staff. Responsible for planning, prioritizing, and setting goals.
Customer Service Manager	9592	Manager of a customer service function. The job typically requires a bachelor's degree with 5+ years of experience, or equivalent. Develops and recommends customer service policies and procedures and seeks senior management approval when needed. Applies experience and judgment in the interpretation and application of direction established by senior management. Issues of major impact or technical complexity are researched and presented to upper management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application, service information, pricing or adjustments. Manages department staff and budget.
Customer Service Supervisor	9593	Supervisor of a customer service function. The job typically requires an associate's degree with 5+ years of experience, or equivalent. The incumbent fields the most technical or complex service questions from customers and applies experience and judgment in the interpretation and application of guidelines established by senior management. Issues of major impact or technical complexity are researched and presented to upper management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application, service information, pricing or adjustments. Assists with employee selection and reviews employee performance. Do not report working supervisors or leads, where a majority of time is spent performing hands-on work of the department.
Customer Service Representative I (Entry-level)	9594	First of three levels of customer service work. The job typically requires high school graduate reading, communication, math and problem solving skills and no previous experience, or equivalent. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents follow established procedures and have readily available supervision.
Customer Service Representative II (Experienced)	9595	Second of three levels of customer service work. The job typically requires high school graduate reading, communication, math and problem solving skills and 2+ years experience. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents require limited supervision.
Customer Service Representative III (Technical Advisor)	9596	Third of three levels of customer service work. The job typically requires an associate or bachelor's degree with 2+ years of experience, or equivalent. Handles the more technical or complex service questions from customers and applies judgment in resolving service, warranty or technical problems falling within established limits of authority and knowledge. Issues of greater impact or technical complexity are researched and presented to management or referred to the appropriate internal experts for resolution. Typical customer questions are focused on account status, technical product application or service information, pricing or adjustments. May provide work direction to others.

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Job Family & Job Title	Job Code	Job Description
Service/Parts Manager	9597	Manager in charge of a service/parts operation. The job typically requires an associate's or bachelor's degree in business and 4+ years of experience in parts/service, or equivalent. This may be a promotional step for a technician. Responsible for managing city desk, counter service, repair technicians and/or warranty service staff. Manages inventory, supervises staff, and oversees customer service. May determine the action to be taken or credit given in response to individual warranty or service problems. Responsible for department budget. Do not report store managers with store profit and loss responsibility.
Field Service Manager	9598	Manager of field service. The job typically requires completion of a bachelor's degree and 3+ years of field service experience or a formal technical program and 5+ years of progressively responsible field service experience, or equivalent. Assigns work and directs staff who install, service and/or repair equipment at a customer location. Duties include managing staff performance, tracking project status, customer relations, staff recruiting and staff training. May serve as a technical expert to troubleshoot or modify customer installations.
Field Service Technician I (Entry)	9599	First of three levels of field service technician work. The job typically requires completion of a formal technical program and no previous experience, or equivalent. Work assignments are varied, but limited in scope and complexity. Work typically is under direction of more experienced staff. Incumbents assist with installation, servicing and repair of equipment at a customer location. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.
Field Service Technician II (Experienced)	9600	Second of three levels of field service technician work. The job typically requires completion of a formal technical program and 2+ years of previous experience, or equivalent. Work assignments are varied, and of moderate scope and complexity. Supervision received is limited. Incumbents work independently or as members of a team installing, servicing or repairing equipment at a customer location. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.
Field Service Technician III (Advanced)	9601	Third of three levels of field service technician work. The job typically requires completion of a formal technical program and 5+ years of previous experience, or equivalent. Work assignments are of greatest variety and complexity. Supervision received is limited. Incumbents work independently or as members of a team installing, servicing or repairing equipment at a customer location. Incumbents may suggest modifications of equipment or installation to meet customer requirements. Work may include instructing customer personnel in the correct operation of equipment. Work may include providing training and work direction for other technicians. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians and Photocopier Service Technicians are not included.
Inside Service Technician	9602	Experienced level of inside service technician work. The job typically requires completion of a formal technical program and 2+ years of previous experience, or equivalent. Work assignments are varied, and of moderate scope and complexity. Supervision received is limited. Incumbents work independently or as members of a team, servicing or repairing returned equipment. Incumbents may make recommendations regarding warranty coverage. Areas of specialization will include mechanical, chemical, electronic and others. Incumbents may use both specialized and standard computer applications in the performance of their duties. Work may include lifting, handling or maintaining equipment or operation of equipment. Civil Engineering Technicians, internal production maintenance jobs and Photocopier Service Technicians are not included.
Product Training Specialist	9603	Field trainer with a primary focus on training of customers and/or sales representatives to properly use a product or service. The job typically requires a bachelor's degree and less than 1 year of experience, or equivalent. Individuals with strong product knowledge and communication skills may be promoted into this job without a degree. Duties include demonstration of product applications in a classroom or work environment. Training content focuses on technical aspects of safe product use. Products may include such items as telephone systems, computer software, medical devices, diagnostic equipment or machine tools. Under limited supervision frequently travels to customer locations to deliver training. May participate in development of training materials.
Retail Store Manager	9604	Manager of a retail store. The job typically requires an associate's degree and 3+ years of experience, or equivalent. Responsible for staffing, inventory, safety, customer service, price adjustments, promotions, community relations, maintenance and other elements of store operations. Administers store policies based on owner direction and recommends policy modifications based on experiences. Responsible for training, supervising and managing performance of store employees.
Cash Register Clerk No Data	9776	Customer contact job providing retail cash register checkout service. The job typically requires the ability to follow basic instructions and make basic math calculations, but may not require completion of high school. Duties include scanning or keying product information, preparing sales receipts and handling cash or credit transactions, subject to close supervision. In many cases customer contact is continuous. Incumbents may stock shelves or perform other duties as a secondary part of the job.

Thursday, June 18, 2015

2015 Annual Office Wage Salary Survey Report

<i>Job Description</i>	<i>Per</i>	<i>Min</i>	<i>Range of Rates</i> <i>Max</i>	<i>Wtd</i> <i>Avg</i>	<i>25th</i> <i>Percentile</i>	<i>Median</i>	<i>75th</i> <i>Percentile</i>
Executive							
9785 Chief Executive Officer - Mfg. Operations							
	An	81,000.00	282,308.00	177,443.07	132,575.00	172,500.22	202,743.75
14 Companies	Mo	6,750.00	23,525.67	14,786.92	11,047.92	14,375.02	16,895.31
17 Employee(s)	Wk	1,557.69	5,429.00	3,412.37	2,549.52	3,317.31	3,898.92
	Ho	38.94	135.73	85.31	63.74	82.93	97.47
9786 Chief Executive Officer - Non-Mfg./Service Org.							
	An	75,000.00	448,968.00	153,289.24	76,250.20	109,500.04	122,200.00
6 Companies	Mo	6,250.00	37,414.00	12,774.10	6,354.18	9,125.00	10,183.33
13 Employee(s)	Wk	1,442.31	8,634.00	2,947.87	1,466.35	2,105.77	2,350.00
	Ho	36.06	215.85	73.70	36.66	52.64	58.75
9787 Chief Financial Officer (CFO)							
	An	95,000.00	223,000.00	147,632.79	108,303.00	154,492.00	172,165.76
7 Companies	Mo	7,916.67	18,583.33	12,302.73	9,025.25	12,874.33	14,347.15
7 Employee(s)	Wk	1,826.92	4,288.46	2,839.09	2,082.75	2,971.00	3,310.88
	Ho	45.67	107.21	70.98	52.07	74.28	82.77
9788 Chief Operating Officer (COO)							
	An	102,294.40	156,100.00	127,616.58	110,032.00	125,000.00	139,800.00
7 Companies	Mo	8,524.53	13,008.33	10,634.72	9,169.33	10,416.67	11,650.00
11 Employee(s)	Wk	1,967.20	3,001.92	2,454.17	2,116.00	2,403.85	2,688.46
	Ho	49.18	75.05	61.35	52.90	60.10	67.21

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9502 Operations Manager (Non-Mfg.)							
5 Companies 11 Employee(s)	An	42,000.00	113,600.00	67,151.47	Insufficient Sample		
	Mo	3,500.00	9,466.67	5,595.96			
	Wk	807.69	2,184.62	1,291.37			
	Ho	20.19	54.62	32.28			
9503 Human Resource VP/SVP							
4 Companies 4 Employee(s)	An	38,000.00	197,000.00	111,541.00	Insufficient Sample		
	Mo	3,166.67	16,416.67	9,295.08			
	Wk	730.77	3,788.46	2,145.02			
	Ho	18.27	94.71	53.63			
9790 Head of Research & Development							
2 Companies 3 Employee(s)	An	Insufficient Sample		145,875.00	Insufficient Sample		
	Mo			12,156.25			
	Wk			2,805.29			
	Ho			70.13			
9789 Chief Sales/Marketing Executive							
8 Companies 11 Employee(s)	An	69,992.00	175,100.00	136,761.35	112,825.00	141,778.40	156,724.50
	Mo	5,832.67	14,591.67	11,396.78	9,402.08	11,814.87	13,060.38
	Wk	1,346.00	3,367.31	2,630.03	2,169.71	2,726.51	3,013.93
	Ho	33.65	84.18	65.75	54.24	68.16	75.35
9504 Top Supply Chain Executive							
2 Companies 3 Employee(s)	An	Insufficient Sample		104,133.33	Insufficient Sample		
	Mo			8,677.78			
	Wk			2,002.56			
	Ho			50.06			

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
Accounting							
9505 Finance Director (Not CFO)							
2 Companies		Insufficient Sample					
2 Employee(s)		Insufficient Sample					
9701 Controller (Plant/Single location)							
18 Companies	An	60,000.20	127,920.00	95,438.09	84,387.99	95,335.00	110,240.00
	Mo	5,000.02	10,660.00	7,953.17	7,032.33	7,944.58	9,186.67
23 Employee(s)	Wk	1,153.85	2,460.00	1,835.35	1,622.85	1,833.37	2,120.00
	Ho	28.85	61.50	45.88	40.57	45.83	53.00
9506 Cost Accounting Manager							
1 Company		Insufficient Sample					
2 Employee(s)		Insufficient Sample					
9507 Cost Accountant I							
2 Companies		Insufficient Sample					
2 Employee(s)		Insufficient Sample					
9508 Cost Accountant II							
3 Companies	An	45,600.00	85,751.00	61,791.01	Insufficient Sample		
	Mo	3,800.00	7,145.92	5,149.25			
9 Employee(s)	Wk	876.92	1,649.06	1,188.29			
	Ho	21.92	41.23	29.71			

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9509 Cost Accountant III							
2 Companies	An			72,935.31			
3 Employee(s)	Mo			6,077.94			
	Wk	Insufficient Sample		1,402.60		Insufficient Sample	
	Ho			35.07			
9510 Estimator I							
2 Companies							
4 Employee(s)		Insufficient Sample					
9511 Estimator II							
2 Companies	An			54,353.33			
3 Employee(s)	Mo			4,529.44			
	Wk	Insufficient Sample		1,045.26		Insufficient Sample	
	Ho			26.13			
9512 General Accounting Manager							
7 Companies	An	49,000.00	78,000.00	62,564.58	51,130.00	55,917.00	68,669.80
8 Employee(s)	Mo	4,083.33	6,500.00	5,213.71	4,260.83	4,659.75	5,722.48
	Wk	942.31	1,500.00	1,203.16	983.27	1,075.33	1,320.57
	Ho	23.56	37.50	30.08	24.58	26.88	33.01
9513 General Accounting Supervisor							
1 Company							
2 Employee(s)		Insufficient Sample					

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9514 Accountant I							
	An	33,280.00	65,776.00	47,641.32			
5 Companies	Mo	2,773.33	5,481.33	3,970.11	Insufficient Sample		
5 Employee(s)	Wk	640.00	1,264.92	916.18			
	Ho	16.00	31.62	22.90			
9515 Accountant II							
	An	44,400.00	63,355.00	52,864.17	46,829.25	51,390.00	58,853.25
6 Companies	Mo	3,700.00	5,279.58	4,405.35	3,902.44	4,282.50	4,904.44
6 Employee(s)	Wk	853.85	1,218.37	1,016.62	900.56	988.27	1,131.79
	Ho	21.35	30.46	25.42	22.51	24.71	28.29
9516 Accountant III							
	An	50,300.00	72,762.00	56,860.36	53,450.00	56,346.00	60,545.75
7 Companies	Mo	4,191.67	6,063.50	4,738.36	4,454.17	4,695.50	5,045.48
11 Employee(s)	Wk	967.31	1,399.27	1,093.47	1,027.88	1,083.58	1,164.34
	Ho	24.18	34.98	27.34	25.70	27.09	29.11
9517 Bookkeeper							
1 Company		Insufficient Sample					
1 Employee(s)							
9518 Payroll Supervisor/Manager							
1 Company		Insufficient Sample					
1 Employee(s)							

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9519 Payroll Supervisor/Administrator							
3 Companies	An	43,800.00	63,294.00	51,975.00			
5 Employee(s)	Mo	3,650.00	5,274.50	4,331.25			Insufficient Sample
	Wk	842.31	1,217.19	999.52			
	Ho	21.06	30.43	24.99			
9520 Payroll Clerk I							
2 Companies							Insufficient Sample
2 Employee(s)							
9521 Payroll Clerk II							
3 Companies	An			45,257.80			Insufficient Sample
3 Employee(s)	Mo			3,771.48			
	Wk			870.34			
	Ho			21.76			
9522 Credit and/or Collection Manager							
2 Companies	An			61,529.33			Insufficient Sample
3 Employee(s)	Mo			5,127.44			
	Wk			1,183.26			
	Ho			29.58			
9523 Credit and/or Collection Specialist							
5 Companies	An	33,904.00	45,000.00	39,514.08			Insufficient Sample
5 Employee(s)	Mo	2,825.33	3,750.00	3,292.84			
	Wk	652.00	865.38	759.89			
	Ho	16.30	21.63	19.00			

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9524 Credit and/or Collection Clerk							
1 Company		Insufficient Sample					
2 Employee(s)							
9525 Accounting Clerk I (Entry)							
	An	24,440.00	41,204.80	31,735.60	27,398.80	30,316.00	35,994.40
6 Companies	Mo	2,036.67	3,433.73	2,644.63	2,283.23	2,526.33	2,999.53
8 Employee(s)	Wk	470.00	792.40	610.30	526.90	583.00	692.20
	Ho	11.75	19.81	15.26	13.17	14.58	17.31
9526 Accounting Clerk II (Experienced)							
	An	31,200.00	47,500.00	36,889.77	34,500.00	36,400.00	40,206.40
13 Companies	Mo	2,600.00	3,958.33	3,074.15	2,875.00	3,033.33	3,350.53
24 Employee(s)	Wk	600.00	913.46	709.42	663.46	700.00	773.20
	Ho	15.00	22.84	17.74	16.59	17.50	19.33
9527 Accounting Clerk III (Advanced)							
	An	46,000.00	57,200.00	51,752.20	Insufficient Sample		
4 Companies	Mo	3,833.33	4,766.67	4,312.68			
6 Employee(s)	Wk	884.62	1,100.00	995.23			
	Ho	22.12	27.50	24.88			
Purchasing							
9528 Purchasing Manager							
	An	35,360.00	156,000.00	81,000.19	60,246.00	77,646.40	91,934.50
18 Companies	Mo	2,946.67	13,000.00	6,750.02	5,020.50	6,470.53	7,661.21
20 Employee(s)	Wk	680.00	3,000.00	1,557.70	1,158.58	1,493.20	1,767.97
	Ho	17.00	75.00	38.94	28.96	37.33	44.20

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9529 Purchasing Supervisor							
	An	61,000.00	99,528.00	77,522.67			
5 Companies	Mo	5,083.33	8,294.00	6,460.22			
6 Employee(s)	Wk	1,173.08	1,914.00	1,490.82			Insufficient Sample
	Ho	29.33	47.85	37.27			
9530 Purchasing Clerk							
	An	27,040.00	46,400.00	36,952.58	31,241.60	39,291.20	42,411.20
8 Companies	Mo	2,253.33	3,866.67	3,079.38	2,603.47	3,274.27	3,534.27
12 Employee(s)	Wk	520.00	892.31	710.63	600.80	755.60	815.60
	Ho	13.00	22.31	17.77	15.02	18.89	20.39
9531 Buyer I							
	An	35,360.00	60,062.48	46,406.34	38,332.50	50,000.00	54,117.61
8 Companies	Mo	2,946.67	5,005.21	3,867.19	3,194.38	4,166.67	4,509.80
12 Employee(s)	Wk	680.00	1,155.05	892.43	737.16	961.54	1,040.72
	Ho	17.00	28.88	22.31	18.43	24.04	26.02
9532 Buyer II							
	An	37,500.00	99,548.80	57,612.98	49,125.00	55,100.00	61,200.10
8 Companies	Mo	3,125.00	8,295.73	4,801.08	4,093.75	4,591.67	5,100.01
12 Employee(s)	Wk	721.15	1,914.40	1,107.94	944.71	1,059.62	1,176.93
	Ho	18.03	47.86	27.70	23.62	26.49	29.42
9533 Buyer III (Purchasing Agent)							
	An	47,100.00	104,145.60	68,042.44	59,740.00	65,100.00	73,939.50
9 Companies	Mo	3,925.00	8,678.80	5,670.20	4,978.33	5,425.00	6,161.62
12 Employee(s)	Wk	905.77	2,002.80	1,308.51	1,148.85	1,251.92	1,421.91
	Ho	22.64	50.07	32.71	28.72	31.30	35.55

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
General Office							
9534 Office Services Manager							
2 Companies		Insufficient Sample					
2 Employee(s)							
9535 Office Administrator (Small Co. or Branch Office)							
5 Companies	An	36,000.00	60,000.00	44,708.57			
	Mo	3,000.00	5,000.00	3,725.71			
7 Employee(s)	Wk	692.31	1,153.85	859.78		Insufficient Sample	
	Ho	17.31	28.85	21.49			
9536 Senior Project Manager							
4 Companies	An	82,347.20	182,000.00	119,115.61			
	Mo	6,862.27	15,166.67	9,926.30			
5 Employee(s)	Wk	1,583.60	3,500.00	2,290.68		Insufficient Sample	
	Ho	39.59	87.50	57.27			
9537 Project Manager							
2 Companies		Insufficient Sample					
2 Employee(s)							
9538 Administrative Assistant I							
3 Companies	An	21,424.00	48,000.00	31,271.73			
	Mo	1,785.33	4,000.00	2,605.98			
6 Employee(s)	Wk	412.00	923.08	601.38		Insufficient Sample	
	Ho	10.30	23.08	15.03			

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9539 Administrative Assistant II							
	An	33,130.00	51,619.00	40,681.91			
5 Companies	Mo	2,760.83	4,301.58	3,390.16	Insufficient Sample		
11 Employee(s)	Wk	637.12	992.67	782.34			
	Ho	15.93	24.82	19.56			
9540 Administrative Assistant III							
	An	42,453.00	51,500.00	46,751.76	44,324.80	45,115.20	47,017.80
6 Companies	Mo	3,537.75	4,291.67	3,895.98	3,693.73	3,759.60	3,918.15
16 Employee(s)	Wk	816.40	990.38	899.07	852.40	867.60	904.19
	Ho	20.41	24.76	22.48	21.31	21.69	22.60
9541 Administrative Assistant to Chief Executive Officer							
	An	41,000.00	71,000.00	49,521.45	47,507.20	49,195.60	50,000.00
7 Companies	Mo	3,416.67	5,916.67	4,126.79	3,958.93	4,099.63	4,166.67
9 Employee(s)	Wk	788.46	1,365.38	952.34	913.60	946.07	961.54
	Ho	19.71	34.13	23.81	22.84	23.65	24.04
9542 Telephone Operator/Receptionist/Secretary							
	An	18,720.00	40,705.60	29,363.30	24,608.00	33,280.00	37,132.40
7 Companies	Mo	1,560.00	3,392.13	2,446.94	2,050.67	2,773.33	3,094.37
8 Employee(s)	Wk	360.00	782.80	564.68	473.23	640.00	714.08
	Ho	9.00	19.57	14.12	11.83	16.00	17.85
9543 Receptionist							
	An	18,387.20	34,528.00	27,429.31	21,320.00	25,272.00	31,829.50
6 Companies	Mo	1,532.27	2,877.33	2,285.78	1,776.67	2,106.00	2,652.46
7 Employee(s)	Wk	353.60	664.00	527.49	410.00	486.00	612.11
	Ho	8.84	16.60	13.19	10.25	12.15	15.30

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9544 General Clerk I (Entry Level)							
	An	18,512.00	47,600.00	32,227.87	23,166.00	28,704.00	36,114.00
7 Companies	Mo	1,542.67	3,966.67	2,685.66	1,930.50	2,392.00	3,009.50
19 Employee(s)	Wk	356.00	915.38	619.77	445.50	552.00	694.50
	Ho	8.90	22.88	15.49	11.14	13.80	17.36
9545 General Clerk II (Experienced)							
	An	29,120.00	42,411.20	37,929.75	Insufficient Sample		
3 Companies	Mo	2,426.67	3,534.27	3,160.81			
22 Employee(s)	Wk	560.00	815.60	729.42			
	Ho	14.00	20.39	18.24			
9546 General Clerk III (Advanced)							
	An	29,120.00	44,012.80	38,822.40	Insufficient Sample		
4 Companies	Mo	2,426.67	3,667.73	3,235.20			
8 Employee(s)	Wk	560.00	846.40	746.58			
	Ho	14.00	21.16	18.66			
Information Technology							
9731 IT Director							
	An	47,320.00	138,798.40	86,972.09	65,808.58	85,500.02	101,989.00
8 Companies	Mo	3,943.33	11,566.53	7,247.67	5,484.05	7,125.00	8,499.08
9 Employee(s)	Wk	910.00	2,669.20	1,672.54	1,265.55	1,644.23	1,961.33
	Ho	22.75	66.73	41.81	31.64	41.11	49.03
9771 Network Administrator							
	An	31,200.00	91,150.08	70,619.12	62,424.00	74,407.00	83,400.00
9 Companies	Mo	2,600.00	7,595.84	5,884.93	5,202.00	6,200.58	6,950.00
11 Employee(s)	Wk	600.00	1,752.89	1,358.06	1,200.46	1,430.90	1,603.85
	Ho	15.00	43.82	33.95	30.01	35.77	40.10

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9547 Programming Analyst Manager							
2 Companies		Insufficient Sample					
2 Employee(s)							
9548 Programming Analyst I							
	An	49,212.80	76,670.87	65,177.24			
3 Companies	Mo	4,101.07	6,389.24	5,431.44	Insufficient Sample		
10 Employee(s)	Wk	946.40	1,474.44	1,253.41			
	Ho	23.66	36.86	31.34			
9549 Programming Analyst II							
	An			60,751.33	Insufficient Sample		
2 Companies	Mo	Insufficient Sample		5,062.61			
3 Employee(s)	Wk			1,168.29			
	Ho			29.21			
9550 Programming Analyst Senior							
	An	59,411.00	85,000.00	75,019.20	Insufficient Sample		
4 Companies	Mo	4,950.92	7,083.33	6,251.60			
5 Employee(s)	Wk	1,142.52	1,634.62	1,442.68			
	Ho	28.56	40.87	36.07			
9551 Database Analyst							
	An	33,535.00	51,979.20	44,630.48	Insufficient Sample		
3 Companies	Mo	2,794.58	4,331.60	3,719.21			
5 Employee(s)	Wk	644.90	999.60	858.28			
	Ho	16.12	24.99	21.46			

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9552 Database Analyst - Senior							
1 Company							
2 Employee(s)							
9775 Webmaster							
2 Companies							
2 Employee(s)							
9769 Help Desk Manager							
1 Company							
1 Employee(s)							
9553 Help Desk I (Entry)							
1 Company							
1 Employee(s)							
9554 Help Desk II (Experienced)							
	An	29,120.00	58,800.00	42,130.00			
3 Companies	Mo	2,426.67	4,900.00	3,510.83			
4 Employee(s)	Wk	560.00	1,130.77	810.19			
	Ho	14.00	28.27	20.25			
						Insufficient Sample	

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9555 Help Desk III (Advanced)							
2 Companies		Insufficient Sample					
2 Employee(s)							
9556 Computer Technician I							
1 Company		Insufficient Sample					
2 Employee(s)							
9557 Computer Technician II							
2 Companies	An			45,894.00			
3 Employee(s)	Mo	Insufficient Sample		3,824.50	Insufficient Sample		
	Wk			882.58			
	Ho			22.06			
9558 Computer Technician III							
2 Companies		Insufficient Sample					
2 Employee(s)							
9560 Computer Operator II (Experienced)							
1 Company		Insufficient Sample					
1 Employee(s)							

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				

9563 Data Entry Operator II (Experienced)

1 Company							
4 Employee(s)		Insufficient Sample					

Design & Technical

9784 Graphic Artist

4 Companies	An	28,500.00	49,004.80	39,503.00			
4 Employee(s)	Mo	2,375.00	4,083.73	3,291.92		Insufficient Sample	
	Wk	548.08	942.40	759.67			
	Ho	13.70	23.56	18.99			

9566 Press Operator - One or Two Color

1 Company							
1 Employee(s)		Insufficient Sample					

HR & Safety

9567 Human Resource Director

5 Companies	An	53,000.00	111,801.00	92,991.17			
6 Employee(s)	Mo	4,416.67	9,316.75	7,749.26		Insufficient Sample	
	Wk	1,019.23	2,150.02	1,788.29			
	Ho	25.48	53.75	44.71			

9568 Human Resource Manager

14 Companies	An	50,000.00	94,335.28	75,751.18	68,000.10	77,000.00	88,415.00
15 Employee(s)	Mo	4,166.67	7,861.27	6,312.60	5,666.68	6,416.67	7,367.92
	Wk	961.54	1,814.14	1,456.75	1,307.69	1,480.77	1,700.29
	Ho	24.04	45.35	36.42	32.69	37.02	42.51

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9569 Human Resource Generalist, Senior							
	An	46,000.00	67,500.00	60,521.14	59,940.00	60,004.00	62,700.00
6 Companies	Mo	3,833.33	5,625.00	5,043.43	4,995.00	5,000.33	5,225.00
7 Employee(s)	Wk	884.62	1,298.08	1,163.87	1,152.69	1,153.92	1,205.77
	Ho	22.12	32.45	29.10	28.82	28.85	30.14
9570 Human Resource Generalist							
	An	38,000.00	60,000.00	47,430.89	41,390.00	47,500.00	51,583.48
6 Companies	Mo	3,166.67	5,000.00	3,952.57	3,449.17	3,958.33	4,298.62
8 Employee(s)	Wk	730.77	1,153.85	912.13	795.96	913.46	991.99
	Ho	18.27	28.85	22.80	19.90	22.84	24.80
9571 Human Resource Assistant							
	An	33,280.00	53,268.80	40,954.33	36,524.80	40,000.00	47,538.40
9 Companies	Mo	2,773.33	4,439.07	3,412.86	3,043.73	3,333.33	3,961.53
11 Employee(s)	Wk	640.00	1,024.40	787.58	702.40	769.23	914.20
	Ho	16.00	25.61	19.69	17.56	19.23	22.86
9572 Compensation and Benefits Director							
1 Company		Insufficient Sample					
1 Employee(s)		Insufficient Sample					
9573 Benefits Manager							
1 Company		Insufficient Sample					
1 Employee(s)		Insufficient Sample					

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9574 Benefits Assistant							
3 Companies	An	31,200.00	63,294.00	50,794.25	Insufficient Sample		
4 Employee(s)	Mo	2,600.00	5,274.50	4,232.85			
	Wk	600.00	1,217.19	976.81			
	Ho	15.00	30.43	24.42			
9575 Compensation Manager							
1 Company							
1 Employee(s)			Insufficient Sample				
9576 Training Manager							
2 Companies							
2 Employee(s)			Insufficient Sample				
9577 Training Specialist I							
4 Companies	An	45,448.00	76,979.92	54,432.58	Insufficient Sample		
5 Employee(s)	Mo	3,787.33	6,414.99	4,536.05			
	Wk	874.00	1,480.38	1,046.78			
	Ho	21.85	37.01	26.17			
9578 Training Specialist II							
1 Company							
1 Employee(s)			Insufficient Sample				

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9748 Safety Engineer, Director/Manager							
	An	52,700.00	130,000.00	87,011.24	78,185.76	84,000.00	100,200.77
7 Companies	Mo	4,391.67	10,833.33	7,250.94	6,515.48	7,000.00	8,350.06
10 Employee(s)	Wk	1,013.46	2,500.00	1,673.29	1,503.57	1,615.38	1,926.94
	Ho	25.34	62.50	41.83	37.59	40.38	48.17
Marketing, Sales & Service							
9581 Marketing Director							
	An	104,208.00	166,000.00	137,274.29	Insufficient Sample		
5 Companies	Mo	8,684.00	13,833.33	11,439.52			
7 Employee(s)	Wk	2,004.00	3,192.31	2,639.89			
	Ho	50.10	79.81	66.00			
9582 Marketing Manager							
	An	41,600.00	90,000.00	69,289.14	45,000.00	69,212.00	85,000.00
7 Companies	Mo	3,466.67	7,500.00	5,774.10	3,750.00	5,767.67	7,083.33
8 Employee(s)	Wk	800.00	1,730.77	1,332.48	865.38	1,331.00	1,634.62
	Ho	20.00	43.27	33.31	21.63	33.28	40.87
9583 Marketing Generalist I							
	An			45,004.80	Insufficient Sample		
2 Companies	Mo			3,750.40			
3 Employee(s)	Wk			865.48			
	Ho			21.64			
9584 Marketing Generalist II							
	An	37,500.00	74,500.00	50,149.98	Insufficient Sample		
4 Companies	Mo	3,125.00	6,208.33	4,179.17			
6 Employee(s)	Wk	721.15	1,432.69	964.42			
	Ho	18.03	35.82	24.11			

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9585 Marketing Generalist III							
2 Companies		Insufficient Sample					
2 Employee(s)							
9741 Sales Manager							
	An	32,240.00	140,000.00	81,738.46	63,875.00	82,500.00	101,136.36
13 Companies	Mo	2,686.67	11,666.67	6,811.54	5,322.92	6,875.00	8,428.03
35 Employee(s)	Wk	620.00	2,692.31	1,571.89	1,228.37	1,586.54	1,944.93
	Ho	15.50	67.31	39.30	30.71	39.66	48.62
9780 Service/Sales Representative I, Outside							
5 Companies	An	50,000.00	92,803.00	72,032.01	Insufficient Sample		
12 Employee(s)	Mo	4,166.67	7,733.58	6,002.67			
	Wk	961.54	1,784.67	1,385.23			
	Ho	24.04	44.62	34.63			
9781 Service/Sales Representative II, Outside							
4 Companies	An	39,555.00	124,230.00	60,953.67	Insufficient Sample		
13 Employee(s)	Mo	3,296.25	10,352.50	5,079.47			
	Wk	760.67	2,389.04	1,172.19			
	Ho	19.02	59.73	29.30			
9586 Sales/Marketing Assistant							
5 Companies	An	30,600.00	53,000.00	45,878.17	Insufficient Sample		
7 Employee(s)	Mo	2,550.00	4,416.67	3,823.18			
	Wk	588.46	1,019.23	882.27			
	Ho	14.71	25.48	22.06			

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9587 Order Processing Supervisor							
2 Companies							
2 Employee(s)							Insufficient Sample
9588 Telephone Order Processing Representative							
	An	30,264.00	54,392.00	45,192.46			
3 Companies	Mo	2,522.00	4,532.67	3,766.04			
7 Employee(s)	Wk	582.00	1,046.00	869.09			Insufficient Sample
	Ho	14.55	26.15	21.73			
9589 Telephone Sales Representative							
1 Company							
4 Employee(s)							Insufficient Sample
9591 Telemarketing Sales Representative							
1 Company							
2 Employee(s)							Insufficient Sample
9605 Customer Service Director							
2 Companies							
2 Employee(s)							Insufficient Sample

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				
9592 Customer Service Manager							
	An	53,550.00	84,686.00	68,750.56	62,056.00	71,500.00	77,511.50
7 Companies	Mo	4,462.50	7,057.17	5,729.21	5,171.33	5,958.33	6,459.29
9 Employee(s)	Wk	1,029.81	1,628.58	1,322.13	1,193.38	1,375.00	1,490.61
	Ho	25.75	40.71	33.05	29.83	34.38	37.27
9593 Customer Service Supervisor							
2 Companies		Insufficient Sample					
2 Employee(s)							
9594 Customer Service Rep. I (Entry-level)							
	An	24,960.00	38,900.00	30,793.60	27,500.00	30,576.00	31,907.20
8 Companies	Mo	2,080.00	3,241.67	2,566.13	2,291.67	2,548.00	2,658.93
12 Employee(s)	Wk	480.00	748.08	592.18	528.85	588.00	613.60
	Ho	12.00	18.70	14.80	13.22	14.70	15.34
9595 Customer Service Rep. II (Experienced)							
	An	30,000.00	50,793.60	39,834.22	34,585.00	39,124.80	45,453.20
14 Companies	Mo	2,500.00	4,232.80	3,319.52	2,882.08	3,260.40	3,787.77
39 Employee(s)	Wk	576.92	976.80	766.04	665.10	752.40	874.10
	Ho	14.42	24.42	19.15	16.63	18.81	21.85
9596 Customer Service Rep. III (Tech. Advisor)							
	An	34,320.00	85,000.00	53,282.82	46,236.74	49,575.20	53,950.00
8 Companies	Mo	2,860.00	7,083.33	4,440.24	3,853.06	4,131.27	4,495.83
16 Employee(s)	Wk	660.00	1,634.62	1,024.67	889.17	953.37	1,037.50
	Ho	16.50	40.87	25.62	22.23	23.83	25.94

Job Description	Per	Range of Rates		Wtd Avg	25th Percentile	Median	75th Percentile
		Min	Max				
9597 Service/Parts Manager							
2 Companies		Insufficient Sample					
2 Employee(s)							
9598 Field Service Manager							
	An	55,000.00	95,846.40	73,520.08			
4 Companies	Mo	4,583.33	7,987.20	6,126.67	Insufficient Sample		
5 Employee(s)	Wk	1,057.69	1,843.20	1,413.85			
	Ho	26.44	46.08	35.35			
9599 Field Service Technician I (Entry)							
1 Company		Insufficient Sample					
8 Employee(s)							
9600 Field Service Technician II (Experienced)							
	An	34,590.40	68,800.00	48,524.77			
5 Companies	Mo	2,882.53	5,733.33	4,043.73	Insufficient Sample		
12 Employee(s)	Wk	665.20	1,323.08	933.17			
	Ho	16.63	33.08	23.33			
9601 Field Service Technician III (Advanced)							
	An	42,120.00	81,868.80	61,152.65	54,485.25	58,811.68	73,322.25
6 Companies	Mo	3,510.00	6,822.40	5,096.05	4,540.44	4,900.97	6,110.19
11 Employee(s)	Wk	810.00	1,574.40	1,176.01	1,047.79	1,130.99	1,410.04
	Ho	20.25	39.36	29.40	26.19	28.27	35.25

<i>Job Description</i>	<i>Per</i>	<i>Range of Rates</i>		<i>Wtd Avg</i>	<i>25th Percentile</i>	<i>Median</i>	<i>75th Percentile</i>
		<i>Min</i>	<i>Max</i>				

9602 Inside Service Technician

1 Company
 2 Employee(s)
 Insufficient Sample

9603 Product Training Specialist

1 Company
 2 Employee(s)
 Insufficient Sample