

Salary Survey Report Administrative and Office Support



Summer 2015

Conducted by

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INTRODUCTION

The MidAtlantic Regional Salary Surveys are published biannually by the MidAtlantic Employers' Association (MEA). The year 2015 marks the thirtieth (30th) year of publication for the survey. The continued growth and success of this survey would not be possible without the participation of MEA members. We wish to extend thanks to all participating organizations who invested their time to provide us with data. We truly appreciate your participation and welcome your comments.

MEA surveys represent compensation data submitted by organizations of various sizes, geographic locations, and industries. The data include the following components:

- Position description that lists duties, skills, responsibilities and supervisory levels associated with the job
- The number of organizations that have provided us with salary information for the position
- The number of employees for whom salary data are reported
- Base Compensation reported as simple average; weighted average; and 10th, 25th, 50th, 75th and 90th percentiles
- Base Compensation data reported as total responses and broken out by geographic area, company size, company revenue, industry, union status, profit status, and match degree
- Pay ranges
- Bonus/Incentive Payments (Variable Pay)
- Total Compensation

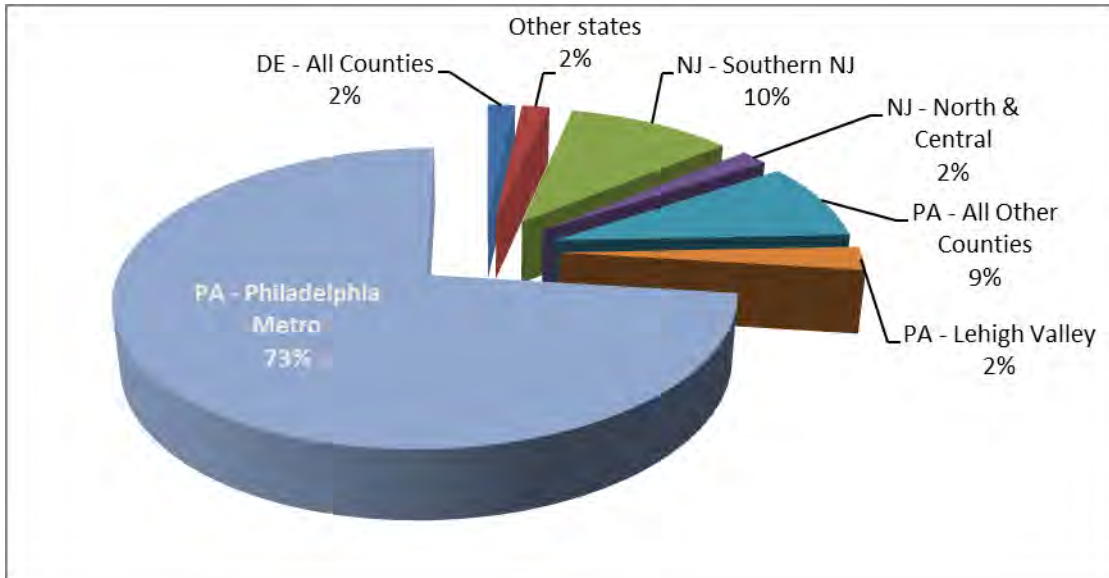
Following is a summary of the demographics of participating organizations in the 2015 MidAtlantic Employers' Association Regional Salary Surveys – Summer edition:

Number of Participating Organizations	115
Total Number of Employees Reported in Surveys	5945
Data Aged to:	July 1, 2015
Company Size	
1-99 Employees	68
100 to 249 Employees	40
250 to 499 Employees	4
500 to 999 Employees	2
1000+ 1	
Geographic Area	
PA – Philadelphia Metro	84
New Jersey – Southern	12
PA – All Other Counties	10
PA – Lehigh Valley	3
Delaware	2
New Jersey – Northern & Central	2
Other States	2
Revenue in Millions	
0 to 4.9	16
5 to 9.9	13
10 to 14.9	13
15 to 24.9	21
25 to 49.9	18
50 to 99.9	11
100 to 249.9	7
500+	1
Not Available	15

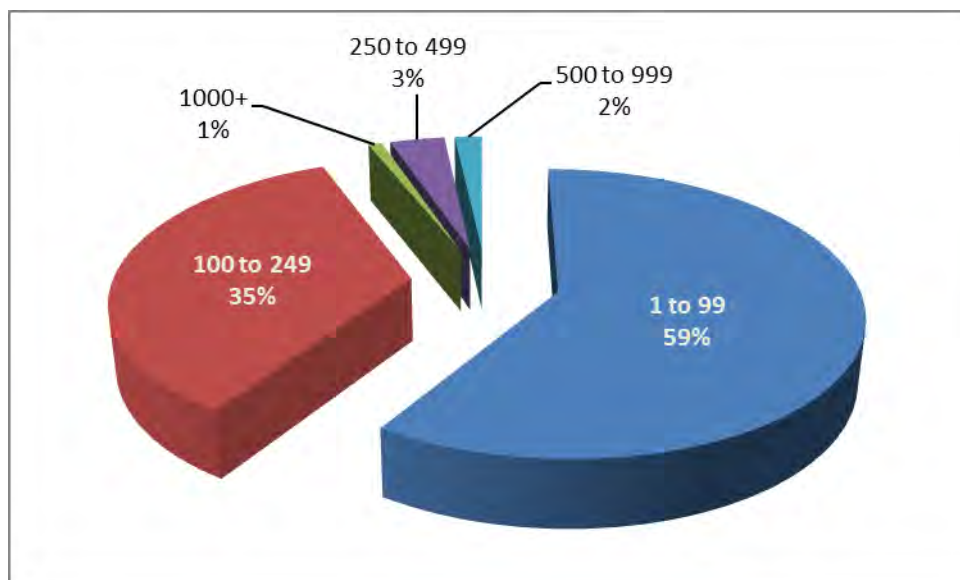
Industry	
Durable Goods Manufacturing	46
Services, Not Elsewhere Classified	16
Non-Durable Goods Manufacturing	14
Professional/Business Services	13
Wholesale Trade	9
Construction	3
Social Services	3
Leisure/Hospitality Services	3
Financial Activities	3
Transportation/Warehousing	2
Health Services	2
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PARTICIPANT ANALYSIS

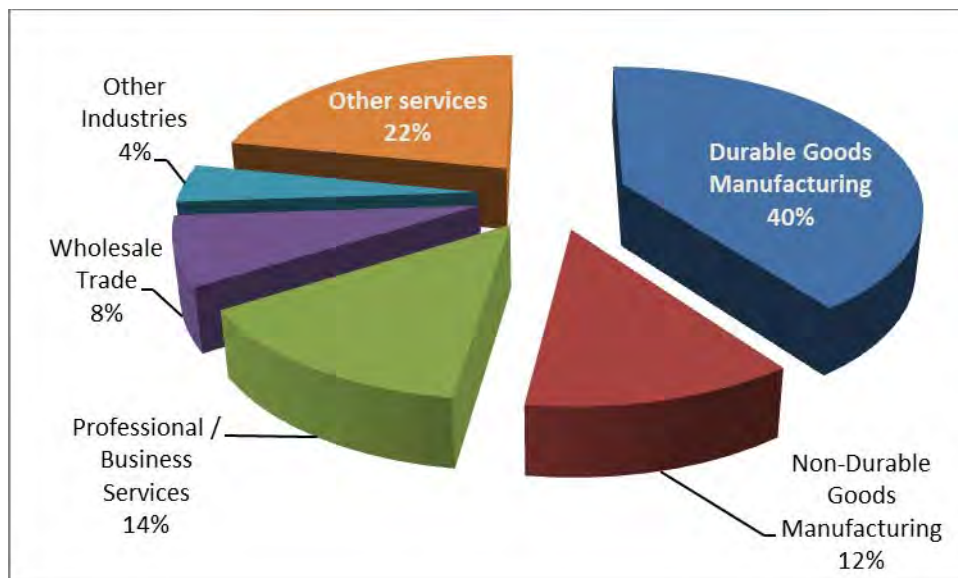
The 115 responding organizations in this survey come from all parts of the MEA region. The figure below shows their distribution by the region's labor market areas: Southeastern Pennsylvania, New Jersey, Delaware, the Lehigh Valley and other states.



MEA surveys incorporate information from a diverse set of employers as represented by the size of the organization. This year's survey provides data for all sizes of organizations, although there is a predominance of small and medium sized firms in our respondent group. The figure below illustrates the distribution of survey respondents by size, as determined by the number of employees at the responding organization's location.



Additionally, organizations from a wide variety of industries responded to the survey. The figure below illustrates the distribution of survey respondents by industry category.



USING THE SURVEY

The data contained in this survey represent participating organizations' pay practices at a specific point in time. Specific pay practices are both diverse and complex; so the survey data do not yield a single correct rate for any job. Factors such as length of time in position, individual employee capability or company philosophy can significantly influence pay.

Organizations which consider this survey a single solution may create a trap for themselves. It is important for each organization to develop its own compensation philosophy and take into account its attitudes and beliefs about pay, how it wants to position itself in the market in relation to its competitors, its benefits and supplemental reward philosophies, supply and demand considerations, financial situation, organizational design, and company culture when developing the philosophy. An organization's compensation philosophy should always be unique and appropriate to its business plan. No two organizations are exactly alike, so no two organizations should have exactly the same compensation philosophy. Copying another company's pay strategy, even in the same industry, can have disastrous results.

It is also important to note that organization practices do not always coincide with their policies. This survey shows what organizations *intend* to pay (pay ranges) and what they *actually* pay (weighted average salaries). When using this survey, it is important to keep that in mind and to carefully study both figures.

AGING SURVEY DATA

(Also called advancing or trending; used to bring data to a consistent point in time.)

Formula to age survey data:

$$\frac{\text{Number of months to age}}{12 \text{ months}} \times \text{Historical pay movement percent (i.e. Employment Cost Index (ECI) or annual pay increase percentage)}$$

Example:

- To age data from the *Administrative & Office Support Survey* (effective date of July 1, 2015) to the date of October 1, 2015 use the 2015 average annual pay increase projection of 3.0%.

$$\frac{3 \text{ months}}{12 \text{ months}} \times 3.0\% = 0.75\%$$

Multiply survey data by 1.0075 to bring data to October 1, 2015.

METHODOLOGY

MEA collected survey data online. To facilitate accurate job matching by participants, job classifications were accompanied by detailed job descriptions. In addition, MEA consultants conducted job matching workshops to assist members in completing the surveys.

The submitted data were then analyzed for accuracy and completeness. Where information seemed questionable, telephone or e-mail confirmation was made with the participant. To ensure the confidentiality of individual respondents, no data are reported if fewer than three organizations were included in the variable breakdowns. A footnote is displayed for positions when one or more organizations each account for more than 33.3% of the sample.

This survey was conducted using the following guidelines:

- Only employees who spent at least 70% of their time on the function as described in the description were considered to be a match and were reported.
- Only full-time employees (35 or more hours per week or full - time equivalent) were reported
- Actual base wages and salaries were reported
- Participants were asked to *exclude*:
 - Part-time employees (employees working less than 35 hours per week);
 - Shift premiums;
 - Overtime premiums;
 - Lead differentials;
 - Rates for unique situations, such as demotion or accommodation, where an incumbent is paid more/less than you would normally pay for the position, and
 - Temporary and seasonal employees.
- Participants were asked to *include*:
 - Additional compensation granted in equal amounts to all employees in a job (e.g., cost-of-living accumulations), and
 - Established rate range even if the position is vacant.

DEFINITIONS

The following statistical measurements and definitions are used in this report.

Number of Organizations (No. Orgs.) – Reports the number of organizations reporting actual rates of pay for the position.

Number of Employees (No. EEs.) – Reports the number of employees reported for the position.

Simple Average - Determined by adding the averages for each organization reporting and dividing by the number of organizations.

Weighted Average - Determined by multiplying each reported rate of pay for a specific job by the number of employees receiving that rate; adding the results of these calculations; and dividing this sum by the number of employees reported in that job. This is also known as the weighted mean.

Interquartile Ranges - Determined by listing all of the reported rates in ascending order. This allows the user to see the distribution of rates in the sample.

- **25th Percentile** - the rate within the sample which is higher than 25% of the rates and lower than 75% of the rates. (Also called the *1st Quartile* rate.)
- **50th Percentile** - the rate within the sample which is higher than 50% of the rates and lower than 50% of the rates. (Also called the *Median*, or "*Middle*" rate.)
- **75th Percentile** - the rate within the sample which is higher than 75% of the rates and lower than 25% of the rates. (Also called the *3rd Quartile* rate.)

Extremes – The highest and lowest rates within the samples:

- **10th Percentile** - the rate within the sample which is higher than 10% of the rates and lower than 90% of the rates.
- **90th Percentile** - the rate within the sample which is higher than 90% of the rates and lower than 10% of the rates.

*Percentiles are not necessarily actual rates since the calculated percentile **may fall between** actual rates of pay. Note the 50th percentile in the example on the following page.*

TOTAL COMPENSATION – Reports the number of incumbents eligible for additional variable compensation (bonuses / incentives) as a percentage of base salary or lump-sum payment. Participants provided the annual cash incentive for the last fiscal / calendar year. The combined variable + base salary is reported as Total Compensation.

EXAMPLE OF AVERAGE, WEIGHTED AVERAGE, & PERCENTILE CALCULATIONS:

Org.	Number of Employees	Rates Actually Being Paid	Calculations For:		Percentile Calculation		
			Weighted Average	Average	Rank Order	List of Rates Paid	
A	1	\$1300	\$1300	\$1350	(1)	\$1300	← 10th Percentile (\$1310)
	1	\$1400	\$1400		(2)	\$1400	
B	3	\$1500	\$4500	\$1500	(3) (4) (5)	\$1500 \$1500 \$1500	← 25th Percentile (\$1475) (1st Quartile)
C	1	\$1550	\$1550	\$1550			
D	2	\$1600	\$3200	\$1650			← 50th Percentile (\$1525) (Median)
	1	\$1750	\$1750				
E	<u>1</u>	\$1800	<u>\$1800</u>	<u>\$1800</u>	(6) (7) (8)	\$1550 \$1600 \$1600	
Totals=	10		\$15,500	\$7,850			← 75th Percentile (\$1638) (3rd Quartile)
$\$15,500 / 10$ (number of employees) = Weighted Average = \$1,550 (Mean) $\$7,850 / 5$ (number of organizations)= Average = \$1,570					(9)	\$1750	← 90th Percentile (\$1795)
					(10)	\$1800	

DATA PRESENTATION STANDARDS

Whenever necessary, data within individual job detail reports are either suppressed or adjusted (indicated by dashes, asterisks or the use of italics) to assure confidentiality of individual participant data. Please note the following in reviewing reports:

Dash: Data have been suppressed because the number of responses is not sufficient to compute the statistic and safeguard individual participant data confidentiality.

1. At least three (3) responses are required to display any pay information for a job.
2. At least five (5) responses are required to display pay distribution statistics (percentiles) for a job.

Single Asterisk: Indicates that the data in that row is being dominated by one or more company's data.

Double Asterisks: Data are not applicable. For example, because range of pay statistics (such as start pay) applies to responding organizations, the weighted averages (weighted by the number of employees) does not apply.

Italicized Data: If the data from one or more survey respondents dominate any line of data (50% or more of the employee sample), the number of employees for the dominating organization(s) has been adjusted to reduce the influence of the dominating organization(s) below the 50% threshold. If the same rate appears multiple times (e.g., for 10th Percentile, 25th Percentile, and/or Median), this reflects the influence on the data by the dominating organization(s).

Positions Not Published Due to Insufficient Data

A - Finance, Accounting, Billing, Credit, Payroll

AOS-01-22A Cost Accountant I
AOS-01-24A Cost Accountant III
AOS-01-31A Payroll Clerk I
AOS-01-33A Tax Analyst I
AOS-01-34A Tax Analyst II
AOS-01-35A Tax Analyst III

B - Executive, Administrative, Legal, Staff, General Office, Regulatory

AOS-02-24A Paralegal
AOS-02-32A Meeting Planner
AOS-09-10A Interpreter
AOS-10-11A Attorney I
AOS-10-12A Attorney II
AOS-10-13A Attorney III

D - Human Resources, Recruiting, Compensation, Benefits, Training, Safety, Security

AOS-03-12A Benefits Assistant
AOS-03-13A Compensation Analyst I
AOS-05-23A Product Training Specialist

E - Sales, Marketing, Product Mgmt, Communications, Public Relations, Customer Service, Editorial & Media

AOS-02-31A Editor Assistant

F - Engineering, Scientific, Chemical, R & D, Engineering Techs, Design, Drafting

AOS-04-13A Document Change Notice Coordinator

H - Purchasing, Material Sourcing and Planning, Estimating, Inventory Control

AOS-04-15A Expediter/Purchase
AOS-04-20A Material Records Clerk
AOS-05-16A Estimator I

I - Material Handling, Shipping, Receiving, Packing, Warehousing, Logistics

AOS-04-17A Import/Export Coordinator
AOS-04-27A Traffic Clerk

R - Printing, Graphics, Publishing

AOS-04-26A Technical Illustrator

S - Restaurant, Food Preparation, Hotel, and Related Services

AOS-06-10A Cook
AOS-06-11A Dietitian/Nutritionist

T - Medical, Nursing, Child Care, and Related Services

AOS-07-11A Registered Nurse (RN)

Please keep in mind that this survey report is confidential. It is intended for use by members who contribute information or by organizations that purchase the report. If you are asked to provide information or copy portions of this report, please remember that this report is confidential; reproduction violates copyright laws; and it is unfair to your company and other members who have borne the costs of this survey to allow others who have not shared in the cost to benefit from the results.

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Accountant I - AOS-01-10A: Finance, Accounting, Billing, Credit, Payroll

First level of professional accounting work, typically requiring a bachelor's degree in accounting and 0-2 years 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.

	No. of Orgs	No. of EEs	Simple Average	Weighted Average	Interquartile Ranges			Extremes	
					25%	Median	75%	10th	90th
Total Responses	11	18	\$47,500	\$46,453	\$43,087	\$45,219	\$52,957	\$36,941	\$60,091

Geographic Area

New Jersey	1	1	-	-	-	-	-	-	-
PA - Philadelphia Metro	8	15	\$50,924	\$48,070	\$45,022	\$47,070	\$59,140	\$44,011	\$60,559
PA - All Other Counties	2	2	-	-	-	-	-	-	-

Employment Size

1 to 99	4	10	\$45,328	\$45,478	-	-	-	-	-
100 to 249	7	8	\$48,740	\$48,534	\$44,179	\$47,050	\$53,591	\$40,660	\$60,715

Revenue In Millions

0 to 4.9	2	8	-	-	-	-	-	-	-
15 to 24.9	3	4	\$47,618	\$47,486	-	-	-	-	-
25 to 49.9	2	2	-	-	-	-	-	-	-
50 to 99.9	1	1	-	-	-	-	-	-	-
Not Available	2	2	-	-	-	-	-	-	-

Industry

Non-Durable Goods Manufacturing	1	1	-	-	-	-	-	-	-
Durable Goods Manufacturing	5	5	\$48,822	\$48,822	\$43,035	\$45,219	\$58,822	\$39,379	\$59,584
Professional / Business Services	2	8	-	-	-	-	-	-	-
Services, not elsewhere classified	1	2	-	-	-	-	-	-	-

Union Status

Non-Union	11	18	\$47,500	\$46,453	\$43,087	\$45,219	\$52,957	\$36,941	\$60,091
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Profit Status

Profit	10	17	\$46,084	\$45,559	\$43,061	\$44,824	\$47,081	\$36,749	\$58,949
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Match Degree

Summer 2015

	No. of Orgs	No. of EEs	Simple Average	Weighted Average	Interquartile Ranges			Extremes	
					25%	Median	75%	10th	90th
Light Match	3	3	\$43,597	\$43,597	-	-	-	-	-
Good Match	7	14	\$47,151	\$45,980	\$43,784	\$45,219	\$47,070	\$43,098	\$52,291
Heavy Match	1	1	-	-	-	-	-	-	-
Range of Pay									
Start Pay	1	7	-	**	-	-	-	-	-
Lowest Pay	1	7	-	**	-	-	-	-	-
Highest Pay	1	7	-	**	-	-	-	-	-
Total Compensation									
Receiving / Base Pay	8	15	\$46,072	\$45,483	\$41,512	\$43,784	\$50,024	\$36,367	\$59,203
Receiving / Variable Amount	8	15	\$2,046	\$1,648	\$1,000	\$1,118	\$2,627	\$730	\$4,313
Receiving / % of Base Pay	8	15	4.77%	3.78%	2.31%	2.86%	5.21%	1.63%	9.21%
Receiving / Variable + Base	8	15	\$48,118	\$47,125	\$43,818	\$44,894	\$52,112	\$41,022	\$60,825
Not Receiving / Base Pay	3	3	\$51,307	\$51,307	-	-	-	-	-
Combined / Variable + Base	11	18	\$48,988	\$47,827	\$44,205	\$45,429	\$54,809	\$43,152	\$61,651