Insurance Salary Survey

RETURN TO:
ERI Salary Surveys
ATTN: Survey Department
8575 164th Ave NE, Suite 100
Redmond, WA 98052
USA
Telephone: (877) 210-6563, Fax: (877) 239-2457

(RETURN BY March 31, 2014)

General Instructions
Participation between October 1 and December 31 earns a 75% discount. After that a 50% discount will be in effect. Discounts apply to any one survey order. Required inputs exist only for the wage/salary and variable pay/incentives to be earned in this year. Data collected before March 31, 2014, will be included in the 2014 survey. ENTER DATA ONLY FOR JOBS THAT EXIST WITHIN YOUR ORGANIZATION.

Please make sure your contact information is correct, including the industry sector, location, and the organizational size dimension and measure. We will call you to go over submitted input.

- Again, fill in data for only those jobs in which your organization has incumbents. -

Should you wish, you may enter your data directly online
or download a questionnaire at:

http://salary-surveys.erieri.com/onlinesurvey

ORGANIZATION INFORMATION

* Indicates required field

* Data Effective Date: _____

*Industry Sector (Default SIC 6300) (If known please circle one NTEE _____/SIC_____/NAIC_____)

*Organization: _____

*Total Employees: _____

*Revenue: _____

Assets: _____

*First Name: _____

*Last Name: _____

*Email: _____

*Phone: _____

*Fax: _____

*Address: _____

*City: _____

*State/Province: _____

*Zip Code: _____

*Country: _____

INDUSTRY BENCHMARK JOBS

INSTRUCTIONS: For each job, all values refer to "averages" of the incumbents. If you wish to detail the information for the incumbents or they work in a different postal code, please use the Job Overflow page at the end of this section to do so. To enter the correct education level for a job, please use a value from the list below:

EDUCATION LEVELS

1 - Illiterate - non-English speaking
2 - Limited English speaking
3 - Eighth grade or equivalent
4 - High School - non skilled
5 - High School - skilled
6 - 1 year trade, technical or JC
7 - 2 year JC or apprenticeship
8 - 4 year college - non-technical
9 - 4 year college - technical
10 - Graduate degree
11 - Doctorate

Top Management Positions

1. **CHIEF EXECUTIVE OFFICER**

Plans, develops, establishes, and oversees interpretation and implementation of policies and objectives of organization in accordance with board directives and corporation charter. Responsible for the profitability of the entire organization. Holds position of the top executive and principal organization leader in the organization. This position is distinguished from others in that it is the top ranking executive and, in most cases, is the highest paid executive in the organization.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1							

2. **CHIEF FINANCIAL OFFICER**

Directs and coordinates company's financial affairs according to financial principles and government regulations. Establishes major economic objectives and policies for the company. Develop Develops, directs and prepares financial analyses of operations for guidance of management. Recommends changes and ideas to top management or Board of Directors in regard to policies and programs.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
6							

3. **CHIEF HUMAN RESOURCES OFFICER**

Directs, plans, develops, establishes, implements, and administers the personnel and human resources management function in accordance with objectives of organization. Directs human resource functions including staffing, employee orientation, education, and training, management development, employee and labor relations, affirmative action compliance, policies and procedures, workers compensation administration, wage and salary administration, benefits administration, organization development, and employee assistance. Directs staff personnel who assist in identifying, evaluating, and resolving human relations and work performance problems within establishment to facilitate communication and improve employee human relations skills and work performance.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
5							

4. **CHIEF MARKETING & SALES OFFICER**

Directs and oversees all marketing and sales functions. Plans, develops, and implements objectives, policies, and programs for marketing and sales activities of the organization.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4							

5. **CHIEF OPERATING OFFICER**

Heads, plans, oversees, and coordinates the entire operation of an organization toward the achievement of established operating objectives. Collaborates in the planning and formulation of organization policies and practices. Oversees the design, operation, and improvement of the system that creates and delivers the organization's products or services. Oversees and adjusts organization's processes and operations as necessary to ensure efficient and effective execution of policies and procedures. This position is nearly always the second highest paid position in the organization.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
2							

6. **RISK MANAGEMENT TOP EXECUTIVE**

Directs risk management personnel and activities, and develops and implements self-insurance coverages for businesses and organizations, utilizing knowledge of tax and insurance strategies, securities, insurance, pension plans, and real estate.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
81844							

7. **ACCOUNT SUPERVISOR**

Supervises the servicing or sale of certain accounts. Estimates expenditures expected and presents to management. Analyzes records of present and past operations, trends and costs, estimated and realized revenue, administrative commitments, and obligations incurred.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
334							

8. **ACCOUNTING MANAGER**

Manages professional level accounting functions and the preparation of reports including earnings, profits/losses, cash balances, and cost accounting. Confirms accuracy of operating and financial reports.Advises upper management regarding matters, such as effective use of resources and methods, for preventing capital being frozen. Interprets accounts and records to upper management. Includes managers whose staffs may consist of a mix of professional, paraprofessional, and/or clerical accounting personnel; excludes managers whose staffs consist of 100 percent nonexempt accounting personnel.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1305							

9. **ADVERTISING MANAGER**

Manages the advertising function of the organization working with media personnel, illustrators, photographers, advertising agencies, and sales promotion and marketing departments to promote products and concepts of organizations through various advertising media.Reviews and approves media presentations. Plans and documents research activities concerned with gathering information or statistics pertinent to planning and execution of sales promotion campaigns.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
354							

10. **BENEFITS MANAGER**

Manages employee benefits program for organization. Plans and directs implementation and administration of benefits programs designed to insure employees against loss of income due to illness, injury, layoff, or retirement. Oversees preparation and distribution of written and verbal information to inform employees of benefits programs, such as insurance and pension plans, paid time off, bonus pay, and special employer-sponsored activities.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4007							

11. **BUILDING & FACILITIES MANAGER**

Manages, plans, and coordinates, through staff of skilled, semiskilled, and unskilled trade personnel, activities concerned with the operation, repair, maintenance, and construction of facilities, equipment, buildings, and grounds to minimize interruption and improve efficiency. Plans andoversees such matters as design and development of plant facilities, formulation of operating rules, regulations, and procedures. Develops procedures for use in event of accidents, fires, or other emergencies. Inspects plant facilities or reviews inspection reports, to determine repairs, replacement, or improvements required. Hires, trains, and supervises building service personnel. Assigns workers to duties such as maintenance, repair, or renovation and may obtain bids for additional work from outside contractors.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1627							

12. **CALL CENTER MANAGER**

Manages a staff of Call Center Representatives and/or Telemarketers. Focuses on staffing, training, and monitoring the production of the employees. Directs motivational sessions to improve productivity.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
43740							

13. **COLLECTION MANAGER**

Manages and coordinates activities of workers engaged in conducting credit investigations and collecting delinquent accounts of customers of commercial establishment, department store, bank, or similar establishment.Assigns subordinates to supervise workers investigating and verifying financial status and reputation of prospective customers applying for credit, preparing documents to substantiate findings, and recommending rejection or approval of applications.Determines responsibility for collecting on worthless checks and delinquent bills to specific supervisors.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1328							

14. **CONTRACT ADMINISTRATION DIRECTOR**

14. **CONTRACT ADMINISTRATION DIRECTOR**

Directs personnel and activities of department, and plans, develops, and implements policies, procedures, and objectives of the contract administration function in accordance with objectives of the organization. Confers with organization officials to plan business objectives, to develop organizational policies related to contract administration, and to coordinate the contract administration function. Directs contract administration operations involving contracts for purchase or sale of equipment, materials, products, or services and may direct those who estimate expenditures expected and submits to management.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
26							

15. **CONTRACT ADMINISTRATION SUPERVISOR**

Supervises professional level personnel. and supervises and collaborates with management in the preparation, negotiation, and administration of contracts for purchase or sale of equipment, materials, products, or services in accordance with company policies and legal requirements.Oversees the amendment, extension, termination, and renegotiation of contracts. Formulates andcoordinates procurement proposals. Evaluates or monitors contract performance to determine necessity for amendments or extensions of contracts and to ensure compliance to contractual obligations.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1296							

16. **CUSTOMER SERVICE MANAGER**

Manages by directing and coordinating subordinate customer service staff in connection with any product or service offered. Manages workers who investigate complaints, such as those concerning rates or service. Analyzes reports of findings and recommends response to complaints, considering nature and complexity of complaints, requirements, and actions of subordinates to ensure settlements are made correctly. Studies schedules and estimates time, cost, and labor estimates for services, and/or completion of job assignments.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
91							

17. **EDI MANAGER**

Manages the daily electronic data interchange (EDI) operations, including planning, implementation, and maintenance. Develops and implements strategies for electronic data interchange capabilities to ensure the quality and flow of all EDI transactions. Studies and develops new EDI solutions for business operations, involving needs analysis studies, project plans, and status reports. Oversees and coordinates the implementation of new EDI systems, enhancements, and upgrades.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1682							

18. **FINANCIAL ANALYSIS MANAGER**

Manages conduct of statistical analyses of information affecting financial and accounting programs of public, industrial, and/or financial organizations through subordinate financial analysis staff. Analyzes, evaluates, and interprets data concerning investments, price, yield, stability, and future trends, using financial periodicals, securities manuals, and personal interviews.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4036							

19. **HUMAN RESOURCES MANAGER**

Manages Human Resources staff and plans, develops, recommends, and implements human resources activities, policies, procedures, and programs for an organization, assisting upper management as requested. Manages activities relating to staffing, employee education and training, management development, labor relations, affirmative action, benefits administration, and salary administration.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
19998							

20. **INSURANCE DIRECTOR**

Directs insurance personnel and department activities, and develops and implements insurance coverage for individuals, businesses, and organizations, utilizing knowledge of tax and insurance strategies, securities, insurance, pension plans, and real estate.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1389							

21. **INSURANCE MANAGER**

Manages and administers implementation of insurance needs for individuals, businesses, and organizations, utilizing knowledge of tax and insurance strategies, securities, insurance, pension plans, and real estate. Manages those, including brokers, who prepare and submit documents to implement coverages selected.Oversees administration of claims and adjustments.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1420							

22. **INSURANCE MANAGER BRANCH OFFICE**

Manages and coordinates activities of branch office of insurance company, agency or insurance brokerage firm. Hires and trains workers in performing activities, such as selling insurance, processing insurance claims, or underwriting.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1330							

23. **INSURANCE SALES MANAGER**

Manages, plans, organizes, and coordinates the sales activities of an insurance company, agency, or insurance brokerage firm. Establishes sales goals and plans to assure that each agent contributes to the overall organization objectives. Ensures that all systems, procedures, and insurance company regulations are communicated to and complied with by all personnel in the production department.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3313							

24. **MARKETING MANAGER**

Manages the promotion and direction of the marketing activities, improvement of company's product image, market data, and information. Identifies and evaluates marketing strategies, based on knowledge of organization objectives, market characteristics, and cost and markup factors. Determines the demand for products and services offered by an organization and its competitors. Manages andcoordinates activities of the marketing staff, including hiring, training, and performance evaluations. Identifies potential customers.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4053							
4053							

25. **MEDICAL CLAIMS REVIEW MANAGER**

Manages the medical claims review staff to ensure process improvement and quality in claims review. This position typically requires a Bachelor's degree with five years of medical review experience. This position may require a nursing degree.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9587							

26. **MEDICAL DIRECTOR**

Directs, plans, and coordinates activities of employees engaged in medical services. Advises Hospital Administrator on matters related to medical services. Requires extensive experience as a medical doctor.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1708							

27. **NURSE CALL CENTER MANAGER**

Manages a nurse triage call center operation (that is typically open 24 hours a day, 7 days a week) to ensure provision of quality telephonic nursing services in support of a health plan.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9491							

28. **PROVIDER RELATIONS DIRECTOR**

Oversees and manages the functions of the Provider Relations Department to ensure maintenance or expansion of relationships that meet the business needs of the health plan. Supervises Supervisesthe provider relations staff, and implements strategies relative to the development and management of a provider network.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9558							
9558							

29. **PROVIDER RELATIONS MANAGER**

Oversees and manages the functions of the Provider Relations Department to ensure maintenance or expansion of relationships that meet the business needs of the health plan.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9481							

30. **PURCHASING MANAGER**

Manages and coordinates activities of buyers and support staff engaged in purchasing and distributing raw materials, equipment, machinery, and supplies in industrial plant, public utility, or other organization.Establishes purchasing policies and procedures and directs purchasing programs accordingly. Establishes procedures to accomplish procurement of a variety of materials in a cost-effective manner. Prepares and assigns purchase orders and change notices to purchasing agents.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4074							

31. **RISK MANAGEMENT MANAGER**

Manages, plans, and coordinates risk and insurance programs of establishment to control risks and losses. Identifies, evaluates, and implements corrective action against risks that may result in injury, property loss, damage, or legal liability. Analyzes and classifies risks as to frequency and potential severity, and measures financial impact of risk on company.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1428							

32. **SALES TRAINING MANAGER**

Manages and coordinates activities of sales training for an organization. Develops materials. Trains staff to present and discuss sales techniques, ethics, and methods of maintaining sales quotas.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
337							

33. **TELECOMMUNICATIONS MANAGER**

Manages and coordinates telecommunications activities concerned with planning, acquisition, design, installation, and maintenance of voice, data, and video equipment and systems for an organizationOversees and contributes to studies conducted on existing communications system and equipment, such as present and projected volume of communications, effectiveness and adequacy of system, and estimated equipment replacement and maintenance costs. Heads engineering studies to obtain data on new equipment and systems developments in communications field and adaptability of equipment to existing system.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1758							

34. **UNDERWRITING MANAGER**

Manages and oversees activities of underwriters in reviewing applications for insurance to evaluate degree of risk involved. Approves or rejects loans. Denies risks that are too excessive to obligate company in accordance with company's underwriting policies.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1391							

35. **WORKERS' COMPENSATION MANAGER**

Oversees and manages the delivery of patient care for Occupational Health Services/Employee Health, ensuring that patient care is provided according to established standards of care and practice. Consults with physicians regarding patient assessments, care provided, new services, and other relevant information.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9581							

Supervisory Positions

36. **CLAIMS SUPERVISOR**

Supervises and coordinates activities of workers engaged in examining insurance claims for payment in claims division of insurance company. Ensures all claims eligible or ineligible for payment conform to quality, production standards and specifications. A bachelor's degree with four years of claims examining/auditing experience may be required to fulfill the requirements of this position.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1418							

37. **MAILROOM SUPERVISOR**

Supervises employees engaged in mailroom activities and support. Coordinates activities of employees who open, sort, and route mail, and prepare outgoing material for mailing. Studies schedules and estimates time, cost, and labor for completion of job assignments. This is a first line supervisory position.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1683							

38. **PAYROLL SUPERVISOR**

Supervises and coordinates activities of workers engaged the payroll function of recording hours of work, processing time records, compiling payroll statistics, maintaining payroll control records, and calculating payrolls. Oversees computation of pay according to company policy and in accordance with government regulations and tax codes.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1332							

39. **TELEMARKETING SUPERVISOR**

Supervises and coordinates activities of Call Center Representative and/or Telemarketing Representatives who solicit orders for merchandise or services over the telephone. Studies schedules and estimates time for completion of job assignments. Monitors calls to ensure quality standards. Is required to be adept in activities of employees supervised. This position typically reports to a manger and is a first-level supervisory position.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
6142							

Health Care Positions

40. **CALL CENTER NURSE RN**

Provides telephone triage to member of the health plan. Advises and instructs callers on proper health care after assessing the urgency of symptoms or complaints.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9202							

41. **NURSE CASE MANAGER**

Controls and administrates managed care cases of plan members admitted to the provider plan facilities and/or members utilizing services outside the provider plan facilities. Checks prior authorizations, performs concurrent reviews, indicates the appropriate level of care and utilization of services needed, develops discharge plans, and ensures quality cost effectiveness. Develops a plan of care for patients from admission to discharge. This managed care position is typically filled by a Registered Nurse with current State license.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
220253							

Professional Positions

42. **ACCOUNTANT**

Readies and maintains financial and business transactions, applying accounting principles, that include work that is analytical, evaluative, and advisory in nature and that requires an understanding of both accounting theory and practice.Utilizes knowledge of the fundamental doctrines, theories, principles, and terminology of accountancy, and often entails some understanding of such related fields as business law, statistics, and general management.Analyzes the effects of transactions upon account relationships. Evaluates alternative means of treating transactions. Plans the manner in which account structures should be developed or modified. Ensures the adequacy of the accounting system as the basis for reporting to management. Considers the need for new or changed controls. Projects accounting data to show the effects of proposed plans on capital investments, income, cash position, and overall financial condition. Interprets the meaning of accounting records, reports, and statements. Advises operating officials on accounting matters. Excludes paraprofessional accountants.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4001							

43. **ACTUARY (ASSOCIATE)**

Determines the financial impact of risks and uncertainty, engaging in actuarial sciences. Utilizes statistics and principles of finance and business and applies to problems in life, health, social, and casualty insurance, annuities, and pensions.Forecasts financial outcomes using pricing, analysis, and risk assessment. The Associate level performs more complex actuarial studies and has demonstrated greater professional competence by completion of additional examinations. The Associate level performs more complex actuarial studies and has demonstrated greater professional competence by completion of additional examinations. The Associate level generally requires five to seven years of previous experience at the Enrolled actuary level and completion of a series of examinations required for the professional designation of an Associate.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
7567							

44. **ACTUARY (ENROLLED)**

Determines the financial impact of risks and uncertainty, engaging in actuarial sciences. Utilizes statistics and principles of finance and business and applies to problems in life, health, social, and casualty insurance, annuities, and pensions. The Enrolled level is the first level in the actuary profession and generally requires a bachelors degree in actuarial sciences as an entry requirement or passing the beginning actuarial exams required for professional designation.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
33							

45. **ACTUARY (FELLOW)**

Determines the financial impact of risks and uncertainty, engaging in actuarial sciences. Utilizes statistics and principles of finance and business and applies to problems in life, health, social, and casualty insurance, annuities, and pensions.Oversees others performing actuarial duties. Advancement to the Fellow actuary level (professional designation of Fellowship level) may generally be achieved in five to ten years. Requires completion of the Fellowship exams, which generally may be attained a few years after reaching the Associate level.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3227							

46. **APPRAISER**

Appraises merchandise, fixtures, machinery, and equipment of business firms to ascertain values for such purposes as approval of loans, issuance of insurance policies, disposition of estates, and liquidation of assets of bankrupt firmsEvaluates items and estimates their wholesale or auction-sale values, basing estimate on knowledge of equipment or goods, current market values, and industrial and economic trends.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3097							

47. **APPRAISER COMMERCIAL**

Assesses improved or unimproved commercial property to determine value for purchase, sale, investment, mortgage, or loan purposes. Inspects property for construction, condition, and functional design andcalculates property measurements. Receives pertinent information by interviewing people familiar with commercial property and immediate surroundings, such as contractors, commercial property owners, and other realtors.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3100							
3100							

48. **ART APPRAISER**

Assesses and examines works of art, such as paintings, sculpture, and antiques, to determine their authenticity and value. Figures their authenticity and value, based on knowledge of art history, materials employed, techniques of individual artists, and current market.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3096							
3096							

49. **BENEFITS ANALYST**

Assesses and gives advice to supervisors and managers on methods and approaches to resolving employee benefit problems. Performs administrative work involved in the benefit functions, andmaintains related records. Ensures that programs are carried out in accordance with company's policies and procedures. Specializes in human resources at the professional level, and carries out responsibilities in benefits, administering and advising employees and management on the interpretation of benefit policies, programs, and procedures.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4008							

50. **BENEFITS CLAIM FILE CLERK**

Files correspondence, claims, and other records associated with employee group insurance and benefits. Reads incoming material and sorts according to file system. Uses computer to track movement of records.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1807							

51. **BUSINESS ANALYST**

Analyzes company functions, processes, and activities to improve computer-based business applications for the most effective use of money, materials, equipment, and people. Utilizes available computer systems resources and personnel to carry out analysis to support management's quest for performance improvement. Reviews and analyzes information, forecasts, methods, schedules, systems, processes, and procedures. Determines most useful business solutions for the company. Recommends alternative solutions to management as to courses of action that best meet the organization's goals.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1218							

52. **BUYER/PURCHASING AGENT**

Procures materials or other goods and/or coordinates activities involved with purchasing products and services, such as raw materials, equipment, tools, parts, supplies, and advertising, for establishment. Receives and reviews requisitions requesting goods or services. Communicates with vendors to obtain product or service information, such as price, availability, and delivery schedule. Selects products for purchase by testing, observing, or examining items. Expedites orders and requests as needed. Responsibilities are those of a professional level and excluded are paraprofessional buyers.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4012							

53. **CASUALTY INSURANCE UNDERWRITER**

Reviews individual applications for insurance on personal automobiles, homes, and boats to evaluate degree of risk involved and accepts applications, following company's underwriting policies. Examines such documents as application forms, inspection reports, and insurance maps to determine degree of risk from such factors as applicant's financial standing, age, occupation, accident experience, and value and condition of real property.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1409							

54. **CLAIMS EXAMINER**

Settles benefit claims and processes claims for payment. Assesses and answers inquiries regarding claim adjudication, including method of payment, co-pay or deductible amounts, and/or reason for denial. Requests all information from internal or outside sources to ascertain completeness and validity of claim including coordination of benefits information.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1398							

55. **CLAIMS MANAGER**

Oversees claims management to ensure timely, accurate handling of claims, quality claims services, and appropriate resolution of claim discrepancies. Supervises claims staff.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9470							

56. **COMPLIANCE OFFICER**

Oversees and coordinates the development, maintenance, implementation, and revision of policies and procedures and other documents for the operation of the organization's compliance programAssures that all departments are in compliance with all applicable Federal, State, and industry laws, regulations, and standards.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
2752							

57. **COMPLIANCE SPECIALIST**

Monitors and implements compliance procedures covering the privacy of access to patient health information.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3048							

58. **DATABASE ADMINISTRATOR**

Administrates organization's database, using database management system to organize and store data. Ascertains user requirements, creates computer databases, and tests and coordinates changes. Interacts with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain integrated databases. Ensures performance of database. Excludes paraprofessional positions.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1863							

59. **EDI SPECIALIST**

Provides technical and administrative support for relational electronic data interchange (EDI) database design, analysis, and operations. Analyzes and develops specifications for enhancements and extensions to EDI application interfaces and maps. Runs tests, implements, and maintains EDI transactions. Performs necessary maintenance on EDI system in order to update records, specifications, and operating procedures of partner systems.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1680							

60. **EQUIPMENT APPRAISER**

Assesses fixtures, machinery, and equipment of business firms to ascertain values for such purposes as approval of loans, issuance of insurance policies, disposition of estates, and liquidation of assets of bankrupt firmsExamines items and figures their wholesale or auction-sale values, basing estimate on knowledge of equipment or goods, current market values, and industrial and economic trends.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3099							

61. **FINANCIAL ANALYST**

Analyzes past and present financial data of organization and estimates future revenues and expenditures, applying principles of finance. Runs and documents financial analysis projects. Aids organization with financial functions, such as assessing, auditing, planning, budgeting, taxes, consolidation, cost control, and project control. Evaluates and analyzes capital expenditures, depreciation, proposals, investment opportunities, rate of return, profit plans, operating records, financial statements, etc.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1273							

62. **HUMAN RESOURCES ANALYST**

Assesses personnel policies, programs, and procedures, and informs employee and management personnel on the interpretation of them. Performs professional level human resources work and carries out responsibilities in one or more functional areas, such as, staffing, employee relations, compensation, training, employment, labor relations, safety, affirmative action and employment equity programs, and personnel research.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
65949							

63. **INSURANCE AUTOMOBILE DAMAGE APPRAISER**

Assesses automobile or other vehicle damage to determine cost of repair for insurance claim settlement. Examines damaged vehicle to determine extent of structural, body, mechanical, electrical, or interior damage. Computes cost of labor and parts to repair or replace each item of damage, using standard automotive labor and parts cost and knowledge of automotive repair.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3098							

64. **INSURANCE CLAIMS ADJUSTER**

Investigates claims against insurance or other companies for personal, casualty, or property loss or damages. Concludes extent of company's liability and attempts to effect out-of-court settlement with claimant.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4040							

65. **INSURANCE CLAIMS AGENT**

Coordinates and directs activities involving claims against company for shortages in or damaged property, accidental death or injury to people or employees, and private property damagesHeads activities of workers investigating claims to ascertain validity of claims and extent of company liability.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1426							

66. **INSURANCE RESEARCH ANALYST**

Assesses and watches insurance industry developments to update company products and procedures. Checks industry publications and monitors pending legislation and regulations to determine impact of new developments on company insurance products. Converses with designated company personnel to disseminate information necessitating changes in language or provisions of insurance contracts, and assists in preparation of documents or directives needed to implement changes.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1011							

67. **INSURANCE UNDERWRITER COMMERCIAL PROPERTY**

Examines individual applications for insurance to evaluate degree of risk involved and accepts applications, following company's underwriting policies. Checks such documents as application form, inspection report, insurance maps, and medical reports to determine degree of risk from such factors as applicant's financial standing, age, occupation, accident experience, and value and condition of real property.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1401							

68. **INTERNAL AUDITOR**

Reviews and determines effectiveness of controls, accuracy of financial records, and efficiency of operations for management in an organization. Studies accounting and statistical records of departments, and interviews individuals to ensure recording of transactions and compliance with applicable laws and regulations. Determines efficiency and protective value of accounting systems.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4041							

69. **LIFE INSURANCE UNDERWRITER**

Reviews individual applications for insurance to evaluate degree of risk involved and accepts applications, following company's underwriting policies. Examines such documents as application form, inspection report, insurance maps, and medical reports to determine degree of risk from such factors as applicant's financial standing, age, occupation, accident experience, and value and condition of real property.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1412							

70. **PERSONAL LINES INSURANCE UNDERWRITER**

Examines individual applications for insurance to evaluate degree of risk involved and accepts applications, following company's underwriting policies. Checks such documents as application form, inspection report, insurance maps, and medical reports to determine degree of risk from such factors as applicant's financial standing, age, occupation, accident experience, and value and condition of real property.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1415							

71. **PROVIDER RELATIONS REPRESENTATIVE**

Monitors and coordinates governmental or private health care programs to ensure quality health care and facilitate claim processing, and negotiates contracts for health care programs between insurance companies and health care providers. Analyzes reports and documents regarding health care usage of program participants, utilizing computer; develops agenda to address issues; compiles list of recurring health care claims processing issues; and conducts information and training workshops with employees who process and file claims to resolve claim processing errors.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9343							

72. **PUBLIC RELATIONS REPRESENTATIVE**

Plans and organizes public relations program designed to create and maintain favorable public image for employer or client. Plans and oversees development and communication of information designed to keep the public informed of employer's programs, accomplishments, or point of view.Coordinates public relations efforts in order to meet needs, objectives, and policies of individual, special interest group, business concern, nonprofit organization, or governmental agency. Represents organization as in-house staff member or serves as an outside consultant.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
2560							

73. **RISK MANAGEMENT ANALYST**

Analyzes and administers loss prevention programs and insured and self-insurance coverage for businesses and organizations; utilizes knowledge of tax and insurance strategies, securities, insurance, pension plans, and real estate.Researches accidents or losses involving company employees, contractors, or products.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1427							

74. **RISK MANAGEMENT SUPERVISOR**

Supervises employees engaged in strategies intended to control the organization's risks and losses. Contributes to the formulation of strategies to further the organization's financial objectives.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1429							

75. **SPECIAL EVENTS MANAGER**

Manages staff and coordinates and organizes meetings and special events of various sizes. Plans logistics and negotiates contract(s) for conferences, and/or events, with respect to budgets, speakers, entertainment, transportation, facilities, technology, equipment, logistical requirements, printing, food and beverage, and other related issues. Serves as liaison between contractors, organizers, and management with regards to all facets of the programs and events.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
2892							

76. **STAFF ATTORNEY**

Advises, consults, litigates and performs trial work, and carries out the legal processes necessary to effect the rights, privileges, and obligations of the organization. Studies Constitution, statues, decisions, and ordinances of quasi-judicial bodies. Gathers evidence and information for management decision making. Prepares and reviews various legal instruments and documents, such as contracts, leases, licenses, purchases, sales, real estate, etc. Examines legal data to determine advisability of defending or prosecuting lawsuit. Examines material, such as advertisements, publications, etc., for legal implications, advising officials of proposed legislation that might affect the organization. Applies for copyrights or registration of the organization's products, processes, devices, and trademarks, advising whether to initiate or defend law suits. Conducts pretrial preparations and defends the organization in lawsuits. Advises officials on tax matters, government regulations, and/or legal rights. Represents the company before quasi-judicial or administrative agencies of the government. Requires completion of law school with an LLB degree or JD degree and admission to the bar.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE

89931							

77. **SUBROGATION CLAIMS MANAGER**

Manages and oversees subrogation claims activities to ensure timely, accurate handling of claims, quality claims services, and appropriate resolution of claim discrepancies. Supervises staff who coordination subrogation claims. Reviews reports prepared by Subrogation Specialists and Coordinators. Reviews and resolves claims, including determining course of action, developing arguments and addressing claimants' rebuttals, conducting preliminary negotiations, and preparing and issuing notices to claimants and other third-parties.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
6098							

78. **SUBROGATION SPECIALIST**

Examines and assesses potential subrogation claims, including worker's compensation and other insurance claims, to determine liability issues and see if there is evidence to pursue recovery from a third party. Looks over claims, requests documentation, and conducts surveys to fully realize the liabilities of all parties involved in the claim and determine recovery potential.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9649							
9649							

79. **SYSTEMS ANALYST**

Analyzes and solves computer problems, and assures technology meets the needs of the organization. Implements system studies to assist organization to realize maximum benefit from investments in equipment, personnel, and business processes.Plans and designs new computer systems or devises ways to apply existing systems resources to additional operations. Analyzes user requirements, procedures, and problems to automate processing or to improve existing computer system.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4084							

80. **UNDERWRITER**

Checks insurance applications to evaluate, classify, and rate individuals and groups for insurance, and accepts or declines applications, following establishment underwriting standards. Concl Concludesdegree of risk from such factors as applicant financial standing, age, occupation, accident experience, and value and condition of property upon examining such documents as application form, inspection report, insurance maps, and medical reports.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
88565							

81. **WEBMASTER**

Administers all technical aspects of website, including performance issues, such as speed of access, and approving site content; may also have responsibilities for site design and creation. Develops, runs tests, revises, maintains, keeps records of, and controls content, look, and flow of websites. Utilizes knowledge of programming techniques and computer internet systems.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1877							

Sales Positions

82. **ANNUITIES REPRESENTATIVE**

Sells annuity products and services and gives customer service in person, by telephone, or by mail. Controls assigned territory marketing and sales activities to achieve annuity sales goals within budgeted expenses and compliance with all company policies.Builds and increases relationships in designated geographic territory.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
3330							

83. **BUSINESS DEVELOPMENT REPRESENTATIVE**

Maintains records and plugs the organization's products to brokers, third party administrators, self-funded employers, and Human Resources Department, supporting business development. Keeps the Business Development databases that include proposals, budgets, project costs and analyses, letters, mailings, and contracts. Produces monthly management reports and supports client service and marketing activities. Assists with business development activities by working with the contracting and marketing of such activities to existing and potential clients.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
9344							

84. **CALL CENTER REPRESENTATIVE (GENERAL CALLS)**

Answers general inbound and places outbound calls in a call center with the goal of increasing business, customer satisfaction, and customer retention. Takes care of inbound and outbound calls of a lesser complexity that are primarily routine or basic in nature. Follows basic procedures and scripts, using fundamental knowledge to navigate company's customer information systems and/or order system along with a basic knowledge of company, services, and products.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
7593							

85. **CALL CENTER REPRESENTATIVE (SPECIALIZED CALLS)**

Answers inbound and places outbound calls in a call center with the goal of increasing business, customer satisfaction, and customer retention. Takes care of somewhat complex customer inquiries and problems and non-routine matters than those handled by lower-level Call Center Representatives. Requires a higher degree of skill and ability to explain more complex matters to ensure customer satisfaction and retention, and to sell products and services.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
7594							

86. **INSURANCE CUSTOMER SERVICE REPRESENTATIVE (COMMERCIAL)**

Interacts with customers by phone or in person to provide customer service for commercial insurance and ensure the best service possible. Answers customers' questions regarding product or service. Asks customers questions to obtain information and explain available services. Receives and processes orders, provides information concerning pricing, changes in service, and discontinuance.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
7528							

87. **INSURANCE CUSTOMER SERVICE REPRESENTATIVE (PERSONAL)**

Interacts with customers by phone or in person to provide customer service for personal lines of insurance and ensure the best service possible. Answers customers' questions regarding product or service. Converses with customers to obtain information and explain available services. Receives and processes orders, provides information concerning pricing, changes in service, and discontinuance.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
7526							

88. **INSURANCE SALES AGENT**

Sells insurance to new and current clients. Compiles lists of prospective clients to provide leads for additional business. Calls prospective clients and explains features and merits of policies offered. Proposes amount and type of coverage based on analysis of prospect's circumstances, and utilizing persuasive sales techniques.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1395							

89. **INSURANCE SPECIAL AGENT**

Recruits independent Insurance Sales Agents in field and maintains contact between agent and home office. Picks Insurance Sales Agents based on experience with other insurance companies. Drafts contract between agent and company. Guides agent on matters pertaining to conduct of business, such as cancellations, overdue accounts, and new business prospects.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1422							

90. **INSURANCE SUPERVISOR**

Supervises binding of insurance coverages for individuals, businesses, and organizations, utilizing knowledge of tax and insurance strategies, securities, insurance, pension plans, and real estate.Comprehends organization's assets, liabilities, cash flow, insurance coverage, tax status, and financial objectives. Manages those, including brokers, who prepare and submit documents to implement coverages selected.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1421							

91. **LIFE INSURANCE AGENT**

Sells life insurance policies to new or existing customers in assigned area or territory. Creates prospect list and new accounts. Calls on and interacts directly with new and existing customers or clients to explain features and merits of policies offered, recommending amount and type of coverage based on analysis of prospect's circumstances, and utilizing persuasive sales techniques. Requires license to sell life insurance.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
25228							

92. **SALES SUPERVISOR INSURANCE**

Supervises and coordinates activities of sales agents engaged in selling insurance products to new and present clients and recommending amount and type of coverage based on analysis of prospect's circumstances. Recommends measures to improve methods, sales, and quality of product or service, and suggests changes to increase efficiency.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
285							

93. **SPECIAL AGENT GROUP INSURANCE**

Explains group insurance programs to promote sale of insurance to prospective clients and establishes bookkeeping system for insurance plan. Explains types of insurance coverage, such as health, accident, life, or liability, and accounting documentation required by company, as requested by Insurance Sales Agent. Plans and oversees incorporation of insurance program into a company's bookkeeping system.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1423							

94. **TELEMARKETING REPRESENTATIVE**

Solicits orders for merchandise or services over telephone. Calls prospective customers to explain type of service or merchandise offered. Quotes prices and persuades or attempts to persuade customers to buy, using prepared sales talk.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
84064							

95. **TITLE INSURANCE SALES REPRESENTATIVE**

Sells title insurance policies to new or existing customers in assigned area or territory. Creates prospect list and new accounts. Calls on and interacts directly with new and existing customers or clients to explain features and merits of policies offered, recommending amount and type of coverage based on analysis of prospect's circumstances, and utilizing persuasive sales techniques.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
5808							

Technicians, Para-Professional & Skilled Craft Positions

96. **ADMINISTRATIVE ASSISTANT**

Supports an organization or department by performing administrative services. Assists management with administrative tasks such as tracking and compiling information of interest. Prepares Prepares various reports detailing the administrative information handled by the position. Reviews and answers correspondence. May handle confidential information. NOTE

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4003							

97. **EXECUTIVE SECRETARY**

Assists departments and/or lower-level executives by providing secretarial and administrative support, usually of a confidential nature. Composes letters and memoranda from dictation, verbal direction, or from knowledge of company policy or procedures. Composes and types routine correspondence. Files correspondence and other records. Answers telephone, gives information to callers, routes call to appropriate person, and places outgoing calls.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4034							

98. **INSURANCE RATER**

Concludes amount of premium to be charged for various types of insurance. Figures in use and age of automobile, location and value of property, or age of applicant to determine premium rate based on information relating to type and amount of policy based on standard risk factors. Computes total annual premium upon determining additional premium rates of basic policy and endorsements.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1400							

99. **PARALEGAL**

Checks and examines law sources such as statutes, recorded judicial decisions, legal articles, treaties, constitutions, and legal codes to prepare legal documents, such as briefs, pleadings, appeals, wills, contracts, initial and amended articles of incorporation, stock certificates and other securities, buy-sell agreements, closing papers and binders, deeds, and trust instruments for review, approval, and use by Attorney. Assesses and inventories real and personal property for estate planning. Investigates facts and law of case to determine causes of action and to prepare case accordingly.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE

1902							

Field, Shop, Services & Clerical Positions

100. **ACCOUNT INFORMATION CLERK**

Maintains customer accounting records. Prepares and enters charges and payments to customers' accounts for losses, additional deposits, and special and irregular charges. Investigates incorrect billings on customers' accounts and prepares instructions for correction. Creates reports on results of investigations. Compiles information requested by customer and others pertaining to customer accounts.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
261							

101. **ACCOUNTING CLERK**

Prepares and keeps financial and business transaction data up-to-date, applying accepted procedures, and prepares reports to ensure accurate accounting records. Performs complex clerical and entry-level accounting activities. Compiles and checks source documents, such as vouchers, invoices, purchase orders, and cash receipts, for completeness and accuracy, and prepares reports. Verifies and posts details of business transactions to appropriate ledgers and journals, and totals accounts.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4002							

102. **BILINGUAL SECRETARY**

Assists and relieves officials of clerical work and minor administrative and business details, frequently using a foreign language, including basic correspondence, filing, and inputting data for reports. Prepares a variety of memos, forms, letters, and reports. Composes simple, routine letters. Reads and routes incoming mail.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1664							

103. **BUILDING MAINTENANCE WORKER**

Repairs and keeps physical structures of commercial and industrial establishments, such as factories, office buildings, apartment houses, and logging and mining constructions, maintained using hand tools and power tools.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4116							

104. **CUSTOMER SERVICE CLERK**

Assists customers with selection and purchase or rental of items, such as cars, clothing, jewelry, hardware, etc., in service and retail establishments, such as department stores, rental companies, banks, insurance offices, and other service or retail industries. Helps with special services, such as gift wrapping, engraving, sales, returns, and taking payments. Takes orders for such items as decorated cakes, cut flowers, personalized greeting cards and stationery, and merchandise rentals and repairs.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
6105							

105. **CUSTOMER SERVICE REPRESENTATIVE (GENERAL CALLS)**

Interacts with customers; gives information in response to inquires about accounts, products, and services. Takes care of and settles customer complaints, special orders, or returns in-store or via phone or mail. Answers customers' questions regarding product or service and operation or maintenance. Receives and processes orders, provides information concerning pricing, changes in service, discontinuance, and shipping. Nature of products and services is at a level of complexity that usually involves up to two years of directly related study, training, and/or experience to acquire job know-how. For Financial Representative, see Customer Service Representative Financial.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
101							

106. **CUSTOMER SERVICE REPRESENTATIVE (SPECIALIZED CALLS)**

Interacts with customers by phone or in person to provide information; ensures the best technical service possible. Answers customers' technical or scientific questions regarding product or service and operation or maintenance. Converses with customers to obtain information, identify problem, and provides technical assistance. Liaises between development, engineering, sales, distributors and customers. For less complex or lower level technical or scientific questions see Customer Service Representative (General Calls).

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
7600							

107. **HUMAN RESOURCES CLERK**

Assists one or more functional areas within Human Resources. Performs diversified clerical and administrative activities. Makes files on all new personnel, photographing and assigning employee number. Records changes on all employee status as necessary (e.g., change of address, departmental transfers, rate increases, terminations, etc.). Verifies payroll changes with computer printout. Enrolls new employees in programs. Processes and records information, such as personal data, compensation, benefits, tax data; attendance, performance reviews or evaluations, and termination date and reason. Processes employment applications; and assisting in other employment activities.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
107582							

108. **INSURANCE BILLING CLERK**

Checks billing data from medical office or hospital records to ensure amounts and account numbers are accurate. Prepares invoices, compiling itemized charges, and submits invoices for reimbursement. Answers patient's questions regarding statements and insurance coverage.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
7640							

109. **INSURANCE CANCELLATION CLERK**

Cancels insurance policies as requested by agents. Reviews computer listing of cancellation data or retrieves expiration information. Verifies policy number. Computes refunds.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
2286							

110. **INSURANCE CLAIMS CLERK**

Converses with insured to obtain information to assure completeness of information and to prepare claim form. Prepares reports and insurance claim forms for damage or loss against insurance companies. Helps Claims Department by performing clerical duties.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1397							

111. **INSURANCE CLERK**

Compiles records of insurance policies covering risks to property and equipment of organization. Files records of insurance transactions and keeps calendar of premiums due and expiration dates of policies.Prepares vouchers for payment of premiums and verifies that payments have been made.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1394							

112. **INSURANCE POLICY CHANGE CLERK**

Compiles data and records changes in insurance policies. Determines premium, commission adjustments, and new reserve requirements, using computer software, rate books, statistical tables, and knowledge of specific types of policies. Transcribes data to record or enters data into computer for use in preparing documents and adjusting accounts. Corresponds with insured or agent to obtain supplemental information or to explain how change would not conform to company regulations or state Laws.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
5873							

113. **INSURANCE POLICY VALUE CALCULATOR**

Ascertains loan or surrender value of life insurance policy from computerized records and files. Enters variables into computer system involving such factors as policyholder who drops insurance, allows insurance to lapse, or requests loan on policy, considering factors, such as unclaimed dividends, premiums paid in advance, length of time held, and principal sum.Records Records values for preparation of correspondence to policyholder and keeps related computer records updated.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1424							

114. **INSURANCE POLICYHOLDER INFORMATION CLERK**

Assesses and answers requests by mail, telephone, or in person from policyholders, beneficiaries, or others for information concerning insurance policies. Explains policy provisions to determine methods of effecting desired changes, such as change of beneficiary or type of insurance, or change in method of payment. Analyzes policy transactions, and corrects company records to adjust errors.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1425							

115. **INSURANCE REINSURANCE CLERK**

115. **INSURANCE REINSURANCE CLERK**

Prepares reinsurance applications and contracts and ascertains reinsurance liability, working for either prime insurer or reinsurer, and performs other complex clerical and administrative support activities involving insurance and reinsurance contracts. Ascertains the amount of risk on each item that needs to be reinsured by other insurers or ascertains the amount of risk on each item the company is willing to reinsure from prime insurer. Picks reinsurers who may accept part of ceded liability. Accepts reinsurers and their liability for cash values and dividends.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1411							

116. **INSURANCE REVIEW CLERK**

Ensures the accuracy and completeness of insurance policies and applications, and performs a wide variety of other clerical duties for organizations providing insurance or organizations that are recipients of insurance payments. Examines insurance applications to ensure that all questions have been answered. Assists in identifying problems and checks that the insurance information is accurate. Verifies insurance policy benefit information. Ensures insurance information and appropriate referrals have been completely and accurately obtained. Identifies special policy clauses or pre-existing conditions and verifies effective date of policies.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
2820							

117. **INSURANCE UNDERWRITING CLERK**

Compiles data and performs routine clerical tasks to relieve insurance underwriter of minor administrative detail, using knowledge of underwriting and policy issuing procedures. Checks correspondence, records, and reports to select routine matters for processing.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1416							

118. **INVOICE CLERK**

Compiles data from vendor invoices and supporting documents, and verifies accuracy of billing data and to ensure receipt of items ordered. Compares invoices against purchase orders and shipping and receiving documents to verify receipt of items ordered.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
2023							

119. **MAIL CLERK**

Sorts, distributes, and dispatches incoming, outgoing, and department mail timely and accurately. Sorts mail according to destination and type, such as returned letters, adjustments, bills, orders, and payments.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
1684							

120. **PAYROLL CLERK**

Compiles payroll data, such as hours worked, sales or piecework, taxes, insurance, union dues to be withheld, and employee identification number, from time sheets and other records. Screens time-worked inputs for calculating, coding, or other errors. Performs action necessary to determine pay and deductions including Federal and State taxes, insurance, retirement, union dues, savings, and other deductions. Monitors computer reports alerting payroll clerk to problems or errors. Prepares computer input forms and enters data into computer files. Reconciles errors and maintain payroll records.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4062							

121. **RECEPTIONIST**

Greets and receives callers or visitors at establishment, and ascertains nature of business. Asks for caller's or visitor's name, arranges for appointment with or notifies person called upon on caller's arrival, guides caller to destination, and records name, time of call, nature of business, and person called upon.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4075							

122. **SECRETARY**

Assists and relieves officials of clerical work and minor administrative and business details, including basic correspondence. Files and inputs data for reports on the basis of instructions from various members of the department or company. Schedules appointments, gives information to callers, and takes notes.

JOB#	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE
4080							

Job Title Overflow Addendum

If you ran out of room and wish to add more positions or you do not see a job title for which you have a position, please enter it here. If you are adding a position that already exists in the pre-printed list, please enter the corresponding job number from that entry.

JOB#	JOB TITLE	INCUMBENT COUNT	ANNUAL SALARY	VARIABLE PAY	EDUCATION LEVEL	#YRS EXPERIENCE	#EMPLOYEES SUPERVISED	POSTAL CODE