



## This is a sample report...

...to assist you in evaluating the *2006 Top of Virginia Regional Compensation Survey* report.

This sample report contains data for only one position – Customer Service Manager

The complete report contains the following sections:

- Executive Summary
- How to Read the Report
- Participant List
- Survey Methodology (including Data Definitions)
- About Survey Sponsors
- Data for **68 different positions**

To purchase the complete report, please contact HR Diversified Solutions, LLC:

- Phone: (434) 975 5415
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# 2006 Top of Virginia Regional Compensation Survey



## Customer Service Manager

Job Code: SM15000027

Manages a staff of customer service representatives and ensures that customers are retained, satisfied, and that their needs are fulfilled. Responsible for designing and implementing improved process or operational policies. Recommends changes to products or services to fulfill customer needs. Requires a bachelor's degree in business, marketing, or related area, and at least 7 years of experience in the field. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Typically reports to a senior manager.

### Cash Compensation (All dollar amounts are displayed in \$000s)

Scope	Base Salary							Short-term Incentives							Total Cash Compensation						
	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average
<b>All Organizations</b>	11	11	42.5	55.0	75.0	59.8	59.8	4	4						11	11	44.0	60.0	75.0	60.9	60.9
<b>Ownership Type</b>	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average
Private	7	7	44.0	55.0	65.0	59.9	59.9	2	2						7	7	46.0	60.0	65.0	61.2	61.2
<b>Number of Employees (FTEs)</b>	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average
< 200	9	9	42.3	55.0	63.2	53.9	53.9	4	4						9	9	43.9	55.0	63.2	55.3	55.3
<b>Revenue</b>	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average
>= \$35M	5	5	43.2	65.0	86.0	64.7	64.7	1	1						5	5	43.9	65.0	86.0	65.0	65.0
<b>Industry</b>	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average	#orgs	#ees	25th pctile	50th pctile (median)	75th pctile	ee-wtd average	org-wtd average
Manufacturing	5	5	48.5	65.0	86.0	66.8	66.8	1	1						5	5	50.5	65.0	86.0	67.6	67.6



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## Customer Service Manager

Job Code: SM1500027

### Job Characteristics

Job Match	
Greater Responsibility	9.1%
Equal Responsibility	90.9%
Less Responsibility	0.0%

FLSA Status	
Exempt	100.0%
Non-Exempt	0.0%

Average Weekly Hours Worked			
25th pctile	50th pctile (median)	75th pctile	org-wtd average
40.0	40.0	45.0	41.6

Pay Type	
Salaried	100.0%
Hourly	0.0%

Average Target Bonus (As a Percentage of Base Pay)			
25th pctile	50th pctile (median)	75th pctile	org-wtd average
-	-	-	-