

2010 Nationwide Distribution Center Compensation Survey



2010 Edition: Breakout Report  
Report ID

4/1/2010 11:27:25 AM

10020 CUSTOMER SERVICE REPRESENTATIVE 2

	Range Minimum	Control Point	Range Maximum	In-Hire Rate	Base Pay as of 01 Apr 2010	Actual Variable Cash	Total Actual Cash	CFY Targeted Variable Cash	CFY Total Targeted Cash	No. of Employees	No. of Companies	Relative Index
<b>Product</b>												
A Apparel	\$26,396	\$34,390	\$42,385	\$32,370	\$32,420	\$1,303	\$33,722	\$2,052	\$32,854	21	3	96.04%
B Pharmaceuticals	\$33,218	\$42,152	\$51,084	\$42,680	\$42,730	\$1,108	\$43,838	\$690	\$43,773	43	3	127.96%
C Chemicals	\$23,823	\$29,644	\$35,753	\$31,281	\$31,331		\$31,331	\$600	\$31,331	139	3	91.59%
D Food/Beverage	\$29,906	\$34,639	\$40,056	\$34,711	\$34,761		\$34,761	\$1,746	\$34,761	17	3	101.62%
E Automotive	\$25,284	\$30,961	\$36,637	\$32,249	\$32,299	\$1,355	\$33,654	\$1,393	\$33,554	1,689	10	98.09%
F Technology	\$27,270	\$37,326	\$45,941	\$35,639	\$35,689	\$1,375	\$37,064	\$865	\$37,091	58	7	108.43%
G Building Materials				\$43,296	\$43,346	\$1,273	\$44,619		\$44,326	52	18	129.58%
Z Other	\$27,262	\$33,185	\$39,113	\$35,050	\$35,100	\$1,231	\$36,331	\$2,052	\$35,376	72	10	103.42%
<b>Geographic Area</b>												
IL Chicago Metro	\$24,810	\$32,261	\$39,714	\$32,789	\$32,839	\$1,560	\$40,349	\$486	\$39,512	38	4	116.68%
IN Indiana	\$25,020	\$32,520	\$40,024	\$32,707	\$32,757	\$1,185	\$33,942	\$2,052	\$29,113	90	3	85.11%
KY Kentucky	\$24,020	\$30,692	\$37,364	\$26,600	\$26,650	\$1,100	\$34,750	\$690	\$33,170	3	3	96.97%
MA Route 128/495	\$26,322	\$33,839	\$41,356	\$33,704	\$33,754	\$1,367	\$34,121	\$1,746	\$34,335	230	5	100.37%
MI Detroit Metro	\$30,243	\$37,743	\$45,246	\$33,291	\$33,341	\$2,100	\$33,671	\$1,393	\$33,545	59	4	98.06%
MN Minneapolis/St. Paul	\$26,174	\$33,675	\$41,691	\$33,714	\$33,764	\$1,464	\$37,249	\$865	\$35,976	63	5	105.17%
<b>Revenue Level</b>												
Not Available	\$24,079	\$29,589	\$35,099	\$25,705	\$25,755	\$486	\$32,240	\$600	\$31,778	168	10	92.9%
Under \$100 Million	\$30,462	\$37,811	\$45,167	\$25,678	\$25,728	\$2,052	\$39,779	\$2,194	\$38,420	51	16	112.3%
\$100 to \$249 Million	\$29,906	\$37,394	\$44,849	\$30,623	\$30,673	\$690	\$37,363	\$2,839	\$37,577	43	11	109.9%
\$250 to \$499 Million	\$29,589	\$37,810	\$45,031	\$45,202	\$45,252	\$600	\$45,852	\$1,130	\$45,452	3	3	132.9%
\$500 to \$999 Million	\$24,079	\$31,585	\$39,091	\$46,766	\$46,816	\$1,746	\$42,565	\$1,037	\$41,432	37	7	121.1%
\$1.0 to \$4.999 Billion	\$24,079	\$35,731	\$42,783	\$33,162	\$33,212	\$1,393	\$34,605	\$240	\$34,430	2,036	27	100.7%
\$5.0 to \$9.999 Billion	\$24,079	\$38,700	\$45,883	\$37,304	\$37,354	\$865	\$38,219	\$486	\$38,162	196	4	111.6%
\$10.0 to \$24.999 Billion	\$31,301	\$39,965	\$48,514	\$34,163	\$34,213	\$1,130	\$35,343	\$2,052	\$34,451	294	5	100.7%
Over \$25 Billion	\$25,388	\$32,961	\$40,607	\$32,950	\$33,000	\$1,037	\$34,037	\$690	\$33,372	1,866	4	97.6%
<b>Union Status</b>												
Non-Union	\$26,322	\$33,939	\$41,557	\$25,586	\$24,029	\$2,052	\$26,080	\$1,290	\$29,113	3,089	25	105.2%
Union	\$24,020	\$30,692	\$37,364	\$29,050	\$29,100	\$1,746	\$30,284	\$1,037	\$31,778	473	3	102.1%
<b>Employment Status</b>												
Full Time	\$30,462	\$37,811	\$45,167	\$25,514	\$24,065	\$1,130	\$25,195	\$1,746	\$31,778	3,423	25	98.6%
Part Time	\$29,589	\$34,810	\$40,031	\$23,930	\$23,606	\$1,360	\$24,966	\$1,393	\$29,844	135	11	97.3%
Seasonal	\$24,079	\$29,844	\$35,907	\$24,760	\$24,810	\$1,143	\$25,953	\$865	\$28,674	4	2	105.2%
<b>FLSA</b>												
Exempt	\$29,589	\$34,810	\$40,031	\$45,202	\$45,252	\$600	\$45,852	\$1,130	\$45,452	3	3	132.9%
Non-Exempt	\$25,311	\$38,700	\$47,883	\$36,623	\$36,673	\$1,214	\$37,887	\$2,124	\$35,295	3,562	25	107.9%
<b>Total Job</b>												
Total Job	\$26,378	\$34,136	\$41,193	\$32,798	\$33,459	\$1,265	\$34,761	\$1,435	\$34,206	4,694	87	100.0%

Empty Cell = No data or insufficient data for analysis.

Note: No data is displayed where less than 5 companies are reporting to any breakout cut. All data for this job is used when calculating the relative index.