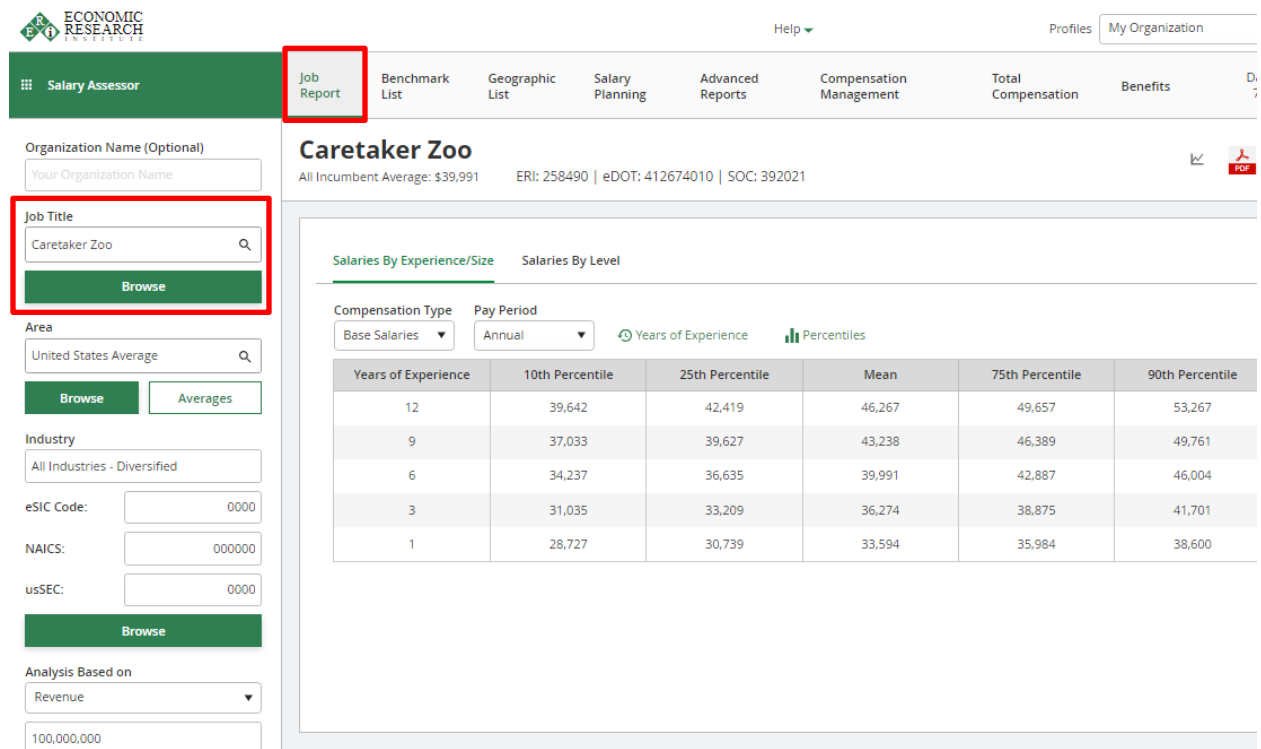


Interactive Exercise

Course 91: Multiple Country Compensation Programs

We begin by opening ERI's Salary Assessor. Make sure the *Job Report* tab is selected and you see the *Salaries by Experience/Size* table. This view shows you base salary, incentive, and total compensation data for more than 16,500 jobs. Pay ranges are shown based upon industry, company revenue size, location, and employee performance level.

Select the *Job Title* Browse button.



Salary Assessor

Organization Name (Optional)
Your Organization Name

Job Title
Caretaker Zoo

Browse

Area
United States Average

Browse **Averages**

Industry
All Industries - Diversified

eSIC Code: 0000

NAICS: 000000

usSEC: 0000

Browse

Analysis Based on
Revenue

100,000,000

Caretaker Zoo
All Incumbent Average: \$39,991 | ERI: 258490 | eDOT: 412674010 | SOC: 392021

Salaries By Experience/Size **Salaries By Level**

Compensation Type: Base Salaries | Pay Period: Annual | Years of Experience | Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
12	39,642	42,419	46,267	49,657	53,267
9	37,033	39,627	43,238	46,389	49,761
6	34,237	36,635	39,991	42,887	46,004
3	31,035	33,209	36,274	38,875	41,701
1	28,727	30,739	33,594	35,984	38,600

The *Browse Jobs* box displays. In the *Search* field begin typing "Customer Service Manager" until it is highlighted in the list. You may review the *Job Description* to ensure you are selecting the appropriate job.

Then press the OK button to return to the *Salaries by Experience/Size* screen.

Browse Jobs

Search

Customer Service Manager

Search by

Job Title

Filter table by

All Jobs

Semantic Search

Hybrid Jobs

[Suggest a Title](#)

Select Job

Job Title	eDOT Code	SOC Code	ERI Code	Salary By Level
Customer Service Manager	169167012	113012	91	Yes
Customer Service Quality Auditor	299137003	411012	259060	Yes
Customer Service Representative (General Calls)	205362200	434051	101	Yes
Customer Service Representative (Specialized Calls)	205362205	434051	7600	Yes
Customer Service Representative Financial	205362026	434141	110177	Yes
Customer Service Representative Insurance (Commercial)	205362227	434051	49664	Yes
Customer Service Representative Insurance (Personal)	205362226	434051	24457	Yes
Customer Service Specialist	169167023	434051	7691	Yes
Customer Service Supervisor	169137012	431011	92	Yes
Customer Service Top Officer	189117011	113012	49679	No

1 of 16884 jobs have been selected.

Job Description

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.

Cancel

OK

Next, set the geographic location by selecting the Area Browse button.

Salary Assessor

Job Report

Benchmark List

Geographic List

Salary Planning

Advanced Reports

Compensation Management

Total Compensation

Benefits

Organization Name (Optional)

Your Organization Name

Job Title

Customer Service Manager

Browse

Area

United States Average

Browse

Averages

Industry

All Industries - Diversified

eSIC Code:

0000

NAICS:

000000

usSEC:

0000

Customer Service Manager

All Incumbent Average: \$121,309 | ERI: 91 | eDOT: 169167012 | SOC: 113012

Salaries By Experience/Size

Salaries By Level

Compensation Type

Base Salaries

Pay Period

Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
16	122,583	133,527	147,656	162,059	176,286
12	111,909	121,900	134,820	147,948	160,936
8	100,674	109,661	121,309	133,094	144,778
4	88,299	96,182	106,429	116,734	126,982
1	78,481	85,487	94,622	103,754	112,862

The *Browse Areas* box displays. In the *Area Name* search field, begin typing “American Falls, Idaho.” When it is highlighted in the list, press the OK button.

Note that you could also do a location search using the *Radius Search*.

Browse Areas [X]

ERI Areas Radius Search User-Defined Averages Browse By Region Internal Areas

Area Name
American Falls [Search Icon]

Postal Code [?] [Type Postal Code]

Filters
All Areas [Dropdown Arrow]

[Suggest an Area](#)

Select Area

Area Name
American Falls, Idaho
American Fork, Utah
American Samoa - Territory Average
Americus, Georgia
Amersfoort, Netherlands
Ames, Iowa
Amesbury, Massachusetts
Amherst, Massachusetts
Amherst, New York
Amherst, Nova Scotia
Amherst, Ohio
Amherstburg, Ontario
Amiens, France
Amityville, New York
Ammon, Idaho

1 of 8791 areas have been selected.

[Cancel](#) **OK**

Now you need to select an industry so press the *Industry Browse* button.

Salary Assessor

Job Report

Benchmark List

Geographic List

Salary Planning

Advanced Reports

Compensation Management

Total Compensation

Benefits

Organization Name (Optional)

Your Organization Name

Job Title

Customer Service Manager

Browse

Area

American Falls, Idaho

Browse

Averages

Industry

All Industries - Diversified

eSIC Code: 0000

NAICS: 000000

usSEC: 0000

Browse

Customer Service Manager

All Incumbent Average: \$101,705 | ERI: 91 | eDOT: 169167012 | SOC: 113012

Salaries By Experience/Size

Salaries By Level

Compensation Type: Base Salaries

Pay Period: Annual

Years of Experience

Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
16	102,883	113,133	127,126	141,902	155,776
12	93,074	102,251	114,363	127,437	140,791
8	82,880	91,024	101,705	112,722	124,118
4	71,830	78,844	88,086	97,490	106,974
1	63,241	69,352	77,449	85,662	93,944

In the *Industries* box, type “Plastics” and press the Search button. If “Plastics” is highlighted in the *Industries* list, press the Select button.

You could also scroll through the list to find an industry and then select it.

Industries

Search Industries

Plastics

Search By

Industry Name

Search

Hybrid Industries

Browse Industries

Back to industry list

eSIC Name	eSIC	NAICS	usSEC
Plastics	3080	325991	3080
Plastics Material and Resin Manufacturing	2820	325200	2820
Packaging Paper and Plastics Film Paper Production	2671	322220	2670
Industrial and Personal Service Paper Wholesalers	5113	424130	5110
Rubber and Plastic Footwear Manufacturing	3020	316200	3021
Special Paper and Allied Paper Product Manufacturing	2670	322210	2670
Rubber Product Manufacturing	3050	326220	3050
Chemical Merchant Wholesalers	5160	424600	5160

Industry Description

Plastics (eSIC: 3080)

This industry group includes industries involved in: Plastics Bottles, Custom Compounding of Purchased Plastics Resins, Plastics Pipe, Unsupported Plastics Film and Sheet, Unsupported Plastics Profile Shapes, Laminated Plastics Plate, Sheet, and Profile Shapes, Plastics Foam Products, Plastics Plumbing Fixtures, Plastics Products (Not Elsewhere Classified).

Do multiple industries best match your organization's operations?

Click + Add Hybrid Industries to create a Hybrid Industry.

Cancel

OK

Back at the *Salaries by Experience/Size* screen, set the *Salary Planning Date* as “January 1, 2025” and the company *Revenue* at “200,000,000.”

Organization Name (Optional)

Job Title

Area

Industry

eSIC Code:

NAICS:

usSEC:

Analysis Based on

☐ Include Revenue in analysis of lower level jobs

Salary Planning Date

Customer Service Manager

All Incumbent Average: \$104,720 | ERI: 91 | eDOT: 169167012 | SOC: 113012

Salaries By Experience/Size

Salaries By Level

Compensation Type: Base Salaries | Pay Period: Annual | Years of Experience | Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
16	105,945	116,619	131,399	146,477	160,797
12	95,756	105,288	117,904	131,720	145,334
8	85,176	93,629	104,720	116,190	128,223
4	73,705	80,987	90,579	100,342	110,200
1	64,788	71,133	79,539	88,064	96,659

Survey Description | eDOT Description | Adjustments | Job Characteristics

Job Title: Customer Service Manager

Alternate Titles:
[Manager Customer Service](#)

In the *Salaries by Experience /Size* table, the benchmark (Survey Mean for Base Salary) for a Customer Service Manager with 8 years of experience in American Falls, Idaho, is reported at US \$104,720. Select Percentiles to change Mean to Median.

Customer Service Manager

All Incumbent Average: \$104,720 | ERI: 91 | eDOT: 169167012 | SOC: 113012

Salaries By Experience/Size

Salaries By Level

Compensation Type: Base Salaries | Pay Period: Annual | Years of Experience | Percentiles

Years of Experience	10th Percentile	25th Percentile	Mean	75th Percentile	90th Percentile
16	105,945	116,619	131,399	146,477	160,797
12	95,756	105,288	117,904	131,720	145,334
8	85,176	93,629	104,720	116,190	128,223
4	73,705	80,987	90,579	100,342	110,200
1	64,788	71,133	79,539	88,064	96,659

In *Modify Percentiles*, select **Median** in the *Average* column and in the *High Percentile* column just to the right select **65th Percentile**. Press **OK**.

Modify Percentiles

Default

Low Percentile	Low Percentile	Average	High Percentile	High Percentile
10th Percentile	25th Percentile	Median	65th Percentile	90th Percentile

☐ Display in Thousands

Cancel

OK

Notice that the relocating employee is paid at almost the 65th percentile for their position. This is because they are a high potential employee and valued by the company.

Customer Service Manager

All Incumbent Median: \$103,424 ERI: 91 | eDOT: 169167012 | SOC: 113012



Salaries By Experience/Size					
Salaries By Level					
Compensation Type Pay Period Years of Experience Percentiles Base Salaries Annual					
Years of Experience	10th Percentile	25th Percentile	Median	65th Percentile	90th Percentile
16	105,945	116,619	129,835	139,424	160,797
12	95,756	105,288	116,476	124,879	145,334
8	85,176	93,629	103,424	110,650	128,223
4	73,705	80,987	89,423	95,633	110,200
1	64,788	71,133	78,494	83,940	96,659

Next, we will set the criteria of assignment to determine any cost-of-living differentials between American Falls, Idaho, and Almada, Portugal.

The first step is to open ERI's Relocation Assessor. Make sure the *Two City Comparison* tab is active. We want to set the base city as American Falls, Idaho, and the destination city as Almada, Portugal.

Refer to the *Options* on the left. Under *Earnings*, enter the base pay of “US \$109,850,” then the *Base Location* of “American Falls, Idaho,” and the *Destination Location* of “Almada, Portugal”, using the *Browse Areas* feature you learned when using the Salary Assessor.

1. Earnings: US \$109,850
2. Base Location: American Falls, Idaho
3. Destination Location: Almada, Portugal

Relocation Assessor

Two City Comparison

COL Table By Earnings

Estimated Per Diems

City Reports

Maps

Data as of 7/1/20

Options

Saved Criteria

-- Select Saved Criteria --

Save

Delete

Name

Earnings

109,850

Base Location

Idaho Falls, Idaho

Browse

Base Currency

United States Dollars

Browse

Destination Location

Almada, Portugal

Browse

Destination Currency

Two City Cost Comparison

Comparison

	Base City: Idaho Falls, Idaho United States Dollars	Destination City: Almada, Portugal United States Dollars	Differentials: United States Dollars
Consumables	25,548	28,761	3,213
Transportation	18,293	19,121	827
Health Services	2,999	3,058	59
Rent/Utilities/Insurance	31,840	26,509	-5,331
Income+Payroll Taxes	18,216	17,563	-654
Miscellaneous	12,954	12,954	0
Total Cost-of-Living	109,850	107,966	-1,884

Retain *Destination Currency* as “United States Dollars.” Now, select or enter these parameters under *Housing* and *Automobile*:

1. Rent
2. Sq. Ft.: 2,150
3. Family Size: 4
4. # Owned: 2
5. Total Value: 28,364
6. Miles/Year: 27,000

Tax Residence will typically be the United States for an American citizen on an expatriate assignment.

Destination Currency
United States Dollars
Browse

Housing
☐ Own
☒ Rent
Sq. Ft.: 2,150
Family Size: 4
Automobile
Owned: 2
Total Value: 28,364
Miles/Yr: 27,000
Tax Residence
United States

COL % of Base City	100%	98.7%	-1.3%
COL % of U.S. Average	93.8%	92.6%	
Monthly Rent	2,270	1,872	-397
Per Diem Lodging	107	95	-12
Per Diem Food/Other	59	63	4
Area Included	Idaho Falls, Idaho	Almada, Portugal	

Charts
Line Chart
Bar Chart
Pie Chart

PDF

From this analysis, it is slightly less expensive (-1.3%) to live in Almada, Portugal, than American Falls, Idaho (see cost of living differential of base city).

Consumables cost more in Almada, but housing is less providing a very similar overall cost of living between the two locations, so no allowance is necessary to keep the employee whole.

Two City Cost Comparison



Comparison				
	Base City: Idaho Falls, Idaho United States Dollars	Destination City: Almada, Portugal United States Dollars	Differentials: United States Dollars	
Consumables	25,548	28,761	3,213	
Transportation	16,390	17,131	741	
Health Services	2,999	3,058	59	
Rent/Utilities/Insurance	30,648	25,884	-4,765	
Income+Payroll Taxes	18,216	17,563	-654	
Miscellaneous	16,049	16,049	0	
Total Cost-of-Living	109,850	108,446	-1,404	
COL % of Base City	100%	98.7%	-1.3%	
COL % of U.S. Average	93.8%	92.6%		
Monthly Rent	2,270	1,872	-397	
Per Diem Lodging	107	95	-12	
Per Diem Food/Other	59	63	4	
Area Included	Idaho Falls, Idaho	Almada, Portugal		

This ends the tutorial portion of this exercise. Please close this PDF and press the Next button on the *Problem Statement* page to try your hand at retrieving salary data.