



Executive Summary

State of Florida Salary, Wage & Benefits Survey

SalarySurveyOnline.com

2005 ~ 2006



In Coordination with SHRM Florida Chapters, SHRM HR Florida State Council and Integrated Employer Resources.

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2005-2006 State of Florida Salary, Wage and Benefits Survey

A comprehensive survey of wages, benefits, and salaries for Florida with regional details

Since 1992, Effective Resources, Inc. has been providing salary, wage, and benefit data for the Tampa Bay Area. Expanding on that success, the survey has been covering the entire State of Florida for the past five years. This survey is unlike any other in that it's put together by compensation professionals with the active support of the Society for Human Resource Management's (SHRM) HR Florida State Council and its network of thousands of Human Resource professionals. In other words, it's developed by professionals *for* professionals.

The survey is an invaluable source of information for employers of all sizes, business owners, Human Resource professionals, and educational institutions with graduating seniors.

The following Executive Summary provides an overview of this year's survey results.

Overview

While almost no business was left unaffected by nature's onslaught of Florida's hurricanes in 2004, we have all been able to get on with business for the most part and some even thrive. The result: this year's survey has the largest participation we have ever had and reports invaluable information for Florida employers.

Data was collected by survey questionnaires from 534 participating firms representing 2,136,589 employees with 338,768 employees in the survey area. The wages reported are those in effect as of August, 2005 for Banking and Finance, Government/Education, Healthcare, Hospitality, Manufacturing and Distribution, Retail, Staffing, and other industry groups.

Wage and salary data is provided for 331 jobs in a variety of easy-to-use breakouts including Industry, Company Size by Employees, and Company Size by Sales/Assets (see Rates for Selected Jobs). The survey also contains comprehensive benefits sections with details for medical premium increases, life insurance and disability plans, medical out-of-pocket costs, 401(k) matching, vacation and sick time, and other important issues facing today's employers.

Monthly Turnover

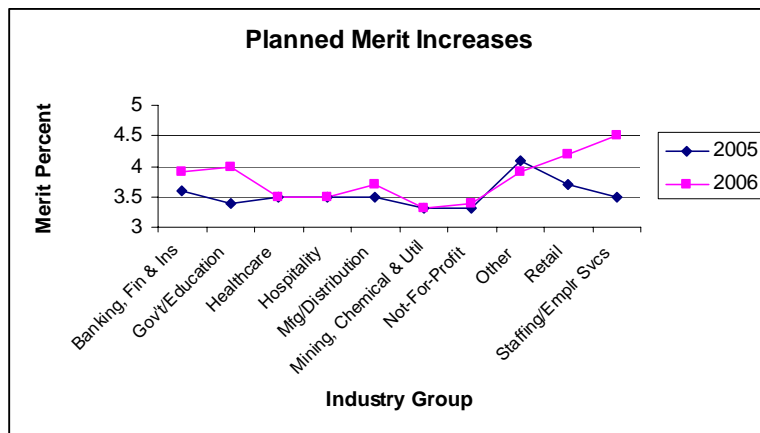
Employee turnover has decreased over the past year for Florida employers. The average rate in Florida is 2.3% ... down from 2.9% reported last year (and 2.7% the previous year). Monthly turnover rates since last year vary among industry groups with the highest group being Hospitality at 4.2% followed by Retail at 3.6% per month.

Monthly turnover in the smaller organizations (Under 50 employees) dropped from 3.2% in 2003 to 2.7% in 2004 and dramatically lower to 1.9% in the latest survey. Monthly turnover for employers with 200-299 employees has actually steadily *increased*: Employers reported 2.7% in 2003, 3.1% in 2004 and 3.2% this year. Monthly turnover in the larger organizations (\$500M - 999M) had nearly doubled between 2003 to 2004 (1.5% to 2.7% respectively), but seems to have stabilized this year at 2.6% just a slight tick below last year.

Merit Increases

Continuing the trend that started in recent years, the planned average merit increase is less than 4.0%, but climbing by tenths of a percent towards the 4.0% level of the '90's. The reported 3.8% planned merit increase is two-tenths higher than last year and remains conservative as many employers are still uncertain about the economy, political impact on their business, and the on-going impact of Florida's minimum wage bill.

Most employers are holding the line on merit increases again this year. All industry groups are within a few tenths of each other with the most common merit budget planned between 3.5% and 3.9%.



Based on Company Size (Employees), smaller organizations are still forced to use base pay to attract and retain employees as benefit costs make it nearly impossible to compete with their larger competitors. Companies with 50 or fewer employees are planning merit increases of 4.0% while companies with 750 or more employees are planning 3.4%.

Salary Range Adjustments

Good compensation practice suggests reviewing market information annually and updating pay structures at least every other year. (To go longer almost guarantees some serious payroll increases in a short period of time. We recommend more frequent changes to help minimize the impact to the organization.)

This year's planned Salary Range Adjustments are up slightly from last year. Planned adjustment this year for exempt pay structures is 3.8% compared with 3.4% the previous year. Non-exempt pay structures this year are at 3.6% compared with 3.4% the previous year.

Benefits

Employers seem to have gotten some relief against medical inflation rates averaging 12-15% annually. As indicated in the past, Florida employers continue to aggressively pursue effective cost containment strategies for benefit costs and they appear to be working. The 2003 - 2004 surveys showed some rather large increases in employee costs. Last year and again this year employers had little change in that area, and in fact, some small decreases can be seen in some employee costs.

In 2003 - 2004, 23.8% of Florida employers received an increase in medical premiums of 21% or more. In 2004-2005, that number had dropped dramatically to 14.6% but not as dramatically as it has this year. This year, only 4.3% of employers experienced increases of 21% or more. Particularly encouraging is that 38% of companies had increases of only 1 - 10% and 24.5% in the 11% - 20% increase range.

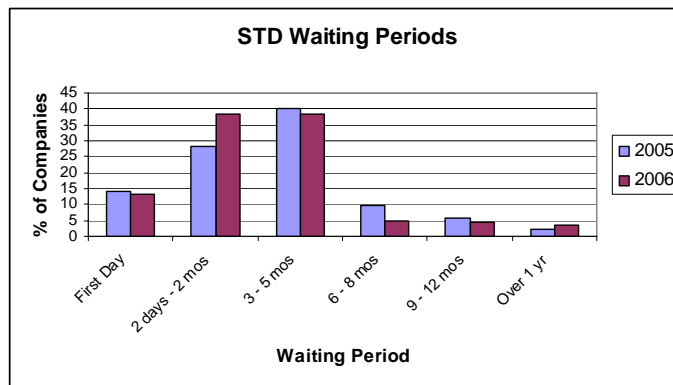
Medical premiums continue to be a significant concern for both employers and employees. Trying to retain good employees and still keep medical premiums charged to employees as low as possible has put pressure on other aspects of benefit plan design.

Some out-of-pocket costs for medical plans increased just slightly from last year. Employee Only out-of-pocket costs increased by 4.1% with an annual average of \$2,013.23. Family out-of-pocket costs decreased slightly (by 2.5%) with an average of \$4,245.40 per year.

The employee's portion of the medical premium actually increased for both employee only and dependent coverage across the State compared with last year. On average, the employee pays 31.6% of the health plan premium compared with last year's 27.6% for employee only. For dependent coverage, the employee pays an average of 55.2% of the health plan premium compared with 53.9% last year.

Also following some of the plan re-designs from past years are Short-Term Disability (STD) and Long-Term Disability (LTD) Plans. Although, both of these benefits showed a strong trend towards longer waiting periods in the past, there has been some plan refinement as evidenced in this year’s survey. Employers reported a major shift in STD enrollment period eligibility. There is a 36.9% increase in the shorter enrollment waiting period of “2 days to 2 months” category. There are, of course, corresponding changes from the longer STD waiting periods. The chart below shows the specific plan drifts.

Since this has been the trend over the last two surveys, we believe it to be caused by actual plan design changes rather than differences in the survey population. We’ll continue to watch this area, but in our opinion, it’s a subtle way to control some of the cost increases from other benefits.



There is a shift in length of enrollment waiting period for 401(k), 403(b) and similar Deferred Compensation and Savings Plans. First day enrollment decreased 17% over last year’s survey. Correspondingly, there is a 33% increase in the 6 – 8 months waiting period and a 10.3% increase in the 9 – 12 month waiting period. In short, there is a definite trend towards longer waiting periods in this benefits category. Employers continue to refine plan design to retain employees. Employers are rewarding those loyal employees by giving larger After Tax matching contributions in their plans. *In fact, matching contributions average 51% more than last year!*

This year, employers who compensate exempt employees for overtime are moving towards time-and-one-half (increasing 30.1%) and away from comp time (decreasing 12.1%). It is not clear if this is attributable to actual changes or the mix in public versus private employer survey participation. This will be an issue to watch in future surveys.

Summary

This coming year will prove very interesting. All indications are economic recovery is leaning in the right direction. Compensation and Benefits will continue to receive careful attention, especially since they comprise such a large portion of the business

costs. Competition for skilled employees, especially those with technical skills ... at all levels and of all types ... will continue to be a major battle in the labor market. Organizations are giving hard looks at any labor cost increase, i.e., cost-of-living adjustments, especially with the new automatically indexed Florida minimum wage.

Rates for Selected Jobs

A sampling of some jobs across the State are included below. Note that the rates reflect average weighted base pay only and does not include differentials, premiums, or incentives:

Job Title	State of Florida Average Weighted Base Pay – 2005	State of Florida Average Weighted Base Pay – 2006	Percent Change
	(\$)	(\$)	(%)
Accountant	38,908	40,361	3.7
Accounts Payable Clerk	27,486	29,080	5.8
Administrative Assistant	30,238	33,729	11.5
Benefits Administrator	43,606	47,444	8.8
Compensation Analyst	50,126	48,911	-2.4
Controller	84,058	84,729	.8
Cook	18,289	19,540	6.8
Director of Engineering	100,327	111,980	11.6
Executive Secretary	37,388	39,460	5.5
Human Resource Assistant	28,586	30,342	6.1
Human Resource Manager	60,289	60,446	.3
HVAC Technician	32,199	36,880	14.5
Loan Processor	27,685	30,571	10.4
Network Analyst	49,799	50,546	1.5
Operations Manager	82,227	79,172	-3.7
Purchasing Manager	59,325	60,880	2.6
Receptionist/Switchboard Operator	22,589	22,495	-.4
Recruiter	42,500	43,683	2.8
Registered Nurse (RN)	50,559	50,896	.7
Security Guard	20,201	20,977	3.8
Telephone Sales Representative	23,727	22,026	-7.2
VP MIS	127,229	129,583	1.8
Web Designer	49,241	50,387	2.3

The data for Receptionist/Switchboard Operator for the State of Florida follows this page. The same format and data breakouts are included for all 331 jobs in the survey.

How to Obtain Survey Results

To review the surveys available and/or to purchase using our online ordering system, go to www.SalarySurveyOnline.com or call us at (800) 288-6044 during normal business hours. Our managing firm, Effective Resources, Inc., also provides consulting services in performance management, incentive plan design, market pricing, Affirmative Action Plans, employee opinion surveys, and other analytically-demanding projects

Salary

410 -- Receptionist/Switchboard Operator

Greets and provides information services to visitors. Operates manual, automatic or computerized telephone switchboard, PA system, and related communications throughout facility.

Summary

	<u>Companies</u>	<u>Incumbents</u>
	245	564
	<u>Average Salary</u>	<u># of Firms</u>
Average Hire Rate	21,033	160
Average Rate Weighted	22,495	245

Range

	<u>Average Salary</u>	<u># of Firms</u>
Average Minimum	19,764	186
Midpoint	24,183	
Average Maximum	28,601	186

Bonus

Firms Eligible for Bonus	63
Firms Paying a Bonus	29
Average Bonus Paid	1,595

Labor Union

	<u>Average Salary</u>	<u># of Incumbents</u>
Non Union	23,525	536
Union	27,864	28

Counties/Regions

	<u>Average Salary</u>	<u># of Incumbents</u>
Central Florida Salary, Wage &	22,323	40
Gulf Coast Salary, Wage & Benefits	24,155	75
North Florida & Panhandle Salary,	19,680	17
Northeast Florida Salary, Wage &	22,038	39
South Florida Salary, Wage &	25,056	133
Space & Treasure Coast Salary,	23,151	32
Tampa Bay Salary, Wage &	23,915	228

Industry

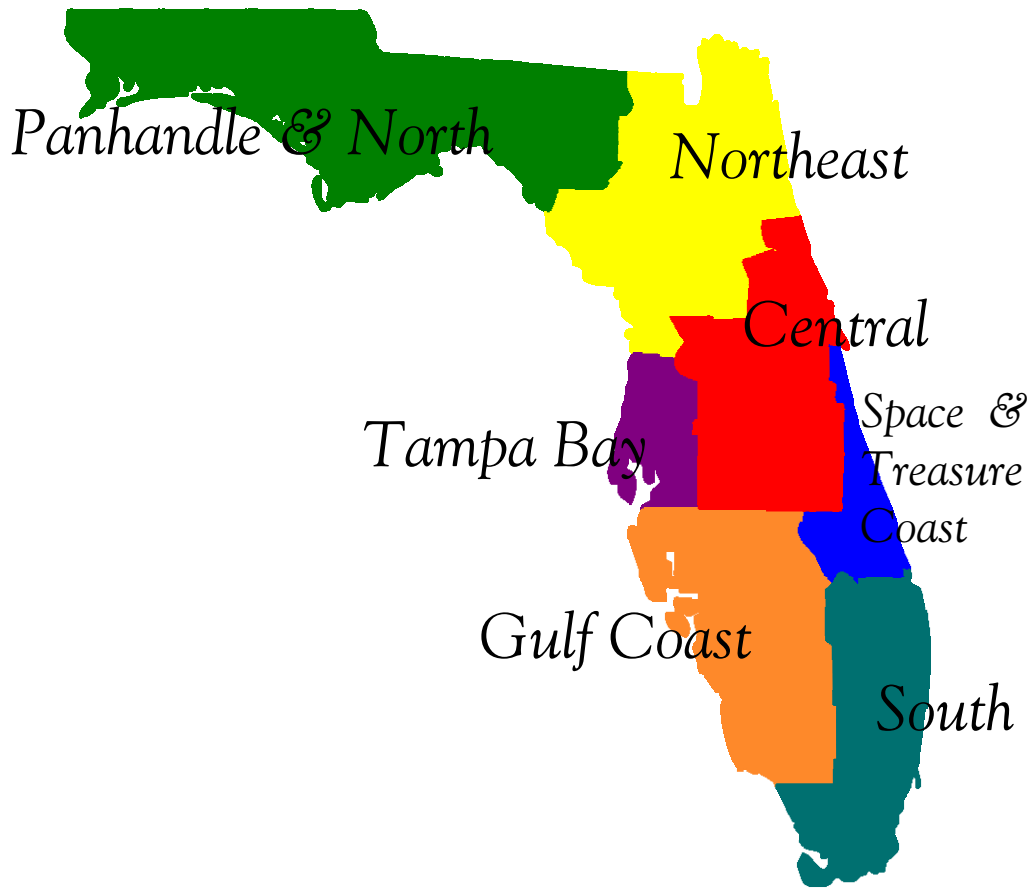
	<u>Average Salary</u>	<u># of Incumbents</u>
Banking, Finance & Insurance	24,212	32
Government/Education	25,227	52
Health Care	21,904	134
Hospitality	24,769	55
Manufacturing/Distribution	24,007	83
Not-For-Profit	22,499	76
Other	24,183	90
Retail	23,355	5
Staffing & Employer Services	22,695	37

Company Size (Sales / Assets)

	<u>Average Salary</u>	<u># of Incumbents</u>
Under 5 Million	23,802	150
5M - 49M	22,966	202
50M - 199M	23,455	76
200M - 499M	25,649	30
500M - 999M	24,477	54
1 Billion or more	24,302	52

Company Size (Employees)

	<u>Average Salary</u>	<u># of Incumbents</u>
Under 50 employees	23,459	33
50 to 199 employees	23,997	139
200 to 299 employees	22,589	54
300 to 749 employees	23,330	86
750 or more employees	23,950	252



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