



## 2010 Wage Survey

1900 Wayne Road  
Chambersburg, PA 17202  
[www.fcadc.com](http://www.fcadc.com)

Dear Franklin County Employer:

On behalf of the Franklin County Area Development Corporation's (FCADC) Board of Directors, I am pleased to present you with a copy of our *2010 Wage Survey*. With the assistance of our project consultant, *Metz Strategic Solutions*, we were able to successfully obtain data from nearly 50 Franklin County employers regarding wage rates on 70 employment positions.

You might be asking...why is this information important? First and foremost the information can be used by you as an employer in establishing suitable compensation for your employees. Furthermore, the survey will assist the FCADC in their selective attraction of new business and industry to the area that will complement our economic diversity. The availability of up-to-date socio-economic/demographic information...including average wage rates...is vital to the process. Employers seeking to locate in the area want to fit within the current wage structure...they generally do not want to be significantly below the average as it is a deterrent in attracting employees, nor do they want to be significantly above, as it can prove disruptive in building relations with other businesses.

I want to thank all of the employers who participated in compiling the survey...you know who you are. I hope everyone finds the information to be useful and it is our intent to make this an annual project and to expand it to include a benefits section. Should you have any questions or comments regarding the enclosed information, please do not hesitate to contact our office.

Regards,

A handwritten signature in black ink, appearing to read "L. Michael Ross", with a large, sweeping flourish extending from the end of the signature.

L. Michael Ross, EDP  
President

# Position Descriptions for 2010 FCADC Wage Survey

- 1. General Office Clerk:** Responsible for providing clerical support to organizational staff including taking and delivering messages, providing information to callers, creating and maintaining files, word processing/spreadsheet development, general clerical work, etc.
- 2. Date Entry Operator:** Inputs data into computer with a high level of speed and accuracy. Works with some latitude for independence of action when necessary in the selection and interpretation of data and scheduling of work.
- 3. Office Manager:** Directs and supervises clerical personnel in an office setting.
- 4. Receptionist:** Greets customers either in person or by phone and directs them to the proper individual or department. May do incremental clerical work.
- 5. Administrative Assistant:** Performs a variety of administrative and clerical duties for assigned department or manager. Works under general supervision.
- 6. Executive Administrative Assistant:** Provides administrative and clerical support to executive level staff. Works independently with minimum supervision.
- 7. Stock and/or Inventory Clerk:** Counts material received in stockroom, sorts and distributes in proper bins, contains or piles in designated storage areas. Fills material requisitions, accumulates orders, and delivers material to proper departments. Assists in keeping stock records and taking inventory.
- 8. Accounting Clerk:** Under general supervision performs a variety of routine bookkeeping work in accordance with standard procedures. Reconciles back accounts, posts and balances general or subsidiary ledgers, etc. May operate calculator, adding machine, computer, and other office machines.
- 9. Collection Clerk/Accounts Receivable/Accounts Payable Clerk:** Performs a number of duties relating to collecting, adjusting and recording past-due accounts. Accounts payable clerk performs duties associated with paying bills to predetermined standards.
- 10. Collection Manager/Accounts Receivable Manager:** Responsible for managing the collection function. Supervises collection department personnel.
- 11. Payroll Clerk:** Examines and processes changes to basic payroll file. Takes information from timecards or electronic gathering systems, verifies exceptions with managers, and prepares information for either a 3<sup>rd</sup> party payroll company or prepares checks internally. May prepare various reports for managers.
- 12. General Accountant:** Prepares income and balance sheet statements, consolidated statements and various other accounting statements and reports; analyzes financial reports and records, making studies or recommendations relative to the accounting of reserves, assets and the like; reviews and verifies the accuracy of journal vouchers, accounting classifications assigned to various records and the like; conducts special studies and develops or recommends accounting methods and procedures; may instruct or assign work to bookkeepers and entry-level accountants. This person should be degreed in Accounting/Finance and have 1-3 years of experience.
- 13. Senior Accountant:** Degreed Accounting professional with four or more years of accounting experience with similar duties as described in the General Accountant description. Duties will be more complex in nature with less supervision needed.
- 14. Controller:** Directs preparation of reports, audits and statements. Analyzes the financial status of the organization. Directs preparation of operating budgets and controls. Bachelor's degree plus 10 years of accounting or finance experience.

- 15. Director of Accounting:** Plans, organizes, controls and directs various accounting functions, including all general accounting activities involving the general ledger, payroll, cash disbursements, accounts payable and receivable, budgets, compliance, and fixed assets. This individual is responsible for the preparation of financial reports, the monitoring of accounting controls and procedures utilized.
- 16. Help Desk Technician:** Initial phone or email contact person for the first level corrective action involving computer hardware and software issues.
- 17. Programmer/Analyst:** Gathers and analyzes information for new information systems or major modifications to existing systems, prepares flowcharts and related documentation, develops programs, selects equipment to process data and test operation of completed programs.
- 18. Network Administrator:** Sets up and maintains the organization's network, including configuration of files servers and terminals, selection and installation of equipment and software.
- 19. Sr. Programmer/Analyst:** Analyzes requirements for, and plans and develops new, complex information systems affecting major aspects of company operations. May give technical direction to lower-level programmer/analysts.
- 20. Data Processing Manager:** Supervises company operations including computer operations, systems analysis, computer program development, operations of EDP and related equipment to process data and provide management information systems. Bachelor's degree plus 7-8 years of experience is needed.
- 21. Director of MIS/IT/IS:** Directs the management information systems, systems analysis, programming, computer operation, and data entry activities. The incumbent in this position is the highest-level executive in the entire organization in management information systems and data processing.
- 22. Benefits Administrator:** Coordinates the administration of benefits programs such as basic medical, dental, life insurances and retirement benefits. Consults with employees on questions related to benefits issues, maintains records and documents necessary for implementing benefits coverage.
- 23. Human Resources Assistant:** Assist HR department with activities that is clerical in nature. Usually maintains employee files and HR files, conducts new employee orientations, answers routine HR-related questions, and performs other assignments under direction of a higher level HR person.
- 24. Human Resources Generalist:** Provides support in recruitment, employment, compensation, benefits, HR records, employee relations, labor relations, organizational development, training and development, and other special projects.
- 25. Human Resources Manager:** Provides Human Resources leadership for a specific facility or group of employees. Plans and carries out policies relating to all phases of Human Resources activities to include recruiting, training and development, compensation and benefits, employee relations, labor relations or labor relations prevention. Provides management with metrics on HR activities.
- 26. Safety/Environmental Coordinator:** Plans, implements and coordinates programs to reduce or eliminate occupational illnesses, deaths and financial losses. Identifies and appraises conditions which could produce accidents and financial losses and evaluates potential extent of injuries resulting from accidents. Develops accident prevention and loss control systems and programs into operational policies of the organization. May be responsible for environmental compliance.
- 27. Junior Buyer:** Purchases readily-available supplies, tools, and/or materials at the lowest cost consistent with quality, reliability standards. Takes direction from a Senior Buyer/Purchasing Manager on more complex buying needs.
- 28. Senior Buyer:** Locates vendors and places orders for items, materials or services of a technical and specialized nature. Conducts higher level, more strategic negotiations than a Junior Buyer.

- 29. Purchasing/Supply Chain Manager:** Is responsible for the overall operations of the purchasing function of the organization in the purchase of supplies, equipment, and services. Selects vendor sources and has considerable latitude in determining acceptable prices.
- 30. Draftsperson/Drafter** — Operates computer drafting program to produce finished prints on a variety of mechanical or electrical diagrams or schematics.
- 31. Designer** — Investigates and procures all data required to develop a design. Prepares preliminary sketches and/or schematic diagrams. Employs the best combination of preliminary information and contributing data to develop final design. Prepares accurate layout, detail and assembly drawings.
- 32. Mechanical/Design Engineer**— Plans and designs mechanical or electromechanical products or systems and directs and coordinates machines and mechanical, thermal, hydraulic or heat transfer systems.
- 33. Electrical Engineer** — Conducts research and development activities concerned with design, manufacture and testing of electrical components, equipment and systems; applications of equipment to new uses and manufacture, construction and installation of electrical equipment and equipment used in generation of electric power of products and systems utilizing electrical energy for commercial, domestic and industrial purposes. May direct and coordinate operation, maintenance and coordinate operation, maintenance and repair activities of field installations of equipment and systems.
- 34. Customer Service Representative** — Handles inquiries and concerns by phone through written correspondence and/or in person using established procedures/policies. Responsible for resolution of customer-related issues.
- 35. Customer Service Supervisor** --- Supervises employees engaged in processing and answering customer requests for services and complaints, ensuring prompt resolution of problems.
- 36. Marketing Specialist** -- Provides marketing support, analysis, and research on programs and services. Develops information and research on markets, customers, and competition to support planning and development discussions and activities.
- 37. Outside Sales Representative or Sales Engineer** -- Visit customer facilities, establish vendor relationships with customer personnel, secures opportunities to quote on customer requirements, and follows up on quotes to obtain orders. May provide technical services to clients relating to use/operation/maintenance of materials, supplies, or equipment.
- 38. Sales Manager/Director** — Manages sales activities of establishment. Directs staffing, training and performance evaluations to develop and control sales program. Coordinates sales distribution by establishing sales territories, quotas and goals and advises dealers and distributors concerning sales and advertising techniques. Assigns sales territory to sales personnel. Reviews market analysis to determine customer needs, volume potential, price schedules and discount rates and develops sales campaigns to accommodate the goals of the company
- 39. Shipping and Receiving Clerk** -- Receives and ships goods. Unpacks and verifies the correctness of shipments received against bills of lading, invoices, and other records. Rejects damaged goods. Routes incoming goods to proper locations. Assembles and checks shipments for correctness of items and quantities. Determines correct shipping weight. Properly label or apply needed postage or bill of lading to goods. Make up required shipping forms and route to local or contract carriers.
- 40. Warehouse Laborer/Picker/Packer** -- Fills customer's orders in accordance with specifications on order form. Obtains item(s) from bins or shelves. May pick and/or pack parts/goods/products. May perform simple visual inspections and do some wrapping. May put away or gather light parts/goods/packages. Not a forklift/picker operator.
- 41. Industrial Truck Operator (Forklift, Picker, etc)** — Operates gas or electrical industrial trucks. Collects or delivers material, parts or products in or between departments or buildings.
- 42. Truck Driver** — Drives trucks over established route to deliver merchandise.

- 43. Dispatcher** — Coordinates all vehicle departures and destinations. Records all runs and is kept informed of location of vehicles.
- 44. Distribution Supervisor/Warehouse Supervisor** -- Supervises the daily work schedules of warehouse employees involved in performing a combination of: shipping, receiving, loading and unloading trucks, stacking, picking, packing, and palletizing finished products.
- 45. Distribution/Warehouse Manager** — Directs and coordinates activities of the warehouse or distribution center. Ensures adequate and timely distribution to attain maximum sales potential consistent with good inventory control.
- 46. General Production Laborer** -- Unskilled production work, feeding machines, sorting, checking, and packaging light materials
- 47. Machine Operator-Operator Only**--- Operates millers, lathes, grinders, drill presses, etc. as set-up by others. Must be able to produce production parts to required tolerance.
- 48. Machine Operator-Set-up and Operate (Manual Machinery)** -- Able to set up and operate manual lathes, millers, grinders, etc. to very close tolerances from print or specification.
- 49. Machine Operator-Set-up and Operate CNC Machinery**—Operate computer-controlled machines or robots to perform one or more machine functions on metal or plastic work pieces
- 50. Assembler** — Precision assemblies of standardized products or sub-assemblies of small or medium sized parts involving a number of parts of fairly liberal tolerances. Requires fitting and adjusting to meet operating requirements of product. Use hand and power tools.
- 51. Painter/Sprayer** -- Does priming and finish painting along with mixing paint, preparing surfaces and finishing operations to obtain high grade finish on parts and products.
- 52. Inspector/Quality Control Technician** — Inspects production products, either finished or in process, to ensure adherence to standards or tolerances.
- 53. Welder** —Performs all types of production arc welding and /or production acetylene welding.
- 54. Hourly Team Leader**—Provides direction to a group of employees. Usually is a working team lead. Typically trains others and fulfills the duties of the supervisor when they are absent.
- 55. Press Operator** — Operates a printing press machine
- 56. Production Planner**-- Plans and establishes production work schedules to meet delivery times and best utilize company productive capacity. Initiates work and purchase orders and follows up on work in progress to ensure conformance to schedule.
- 57. Production Supervisor** – Leads a group of production employees to achieve production, quality, safety, cost, and morale objectives.
- 58. Production Manager/Manufacturing Manager**—Provides leadership to a number of production supervisors to achieve goals of the organization in relation to production, quality, safety, cost, and morale of employees.
- 59. Quality Engineer**—Design and plan protocols for equipment and processes to produce products meeting internal and external purity, safety, and quality requirements.
- 60. Quality Supervisor/Manager**--Plans and directs quality assurance/control program designed to insure continuous production of products consistent with established standards. Formulate quality assurance objectives.

- 61. Manufacturing Engineering Technician** -- Provides technical line support for the manufacturing process. Conducts qualification and/or development testing of new products and/or manufacturing procedures. May perform failure analysis testing.
- 62. Manufacturing or Industrial Engineer** -- Plans and designs manufacturing processes in an industrial plant. Improves production methods; determines manufacturing capacities; coordinates lean manufacturing/continuous improvement/cost reduction initiatives.
- 63. Plant Manager** — Directs and coordinates, through supervisory personnel, activities concerned with production of company product(s), utilizing knowledge of product technology, production methods and procedures and capabilities of machines and equipment; converse with management personnel to establish production and quality control standards, develop budget and cost controls and to obtain data regarding types, quantities, specs, and delivery dates of products ordered. Plans and directs production activities and establishes production priorities for products in keeping with effective operations and cost factors.
- 64. Housekeeper/Custodian** — Cleans, strips, waxes, and polishes floors. Washes walls, blinds, woodwork, and light fixtures. Cleans rooms and replenishes supplies. Uses powered and hand cleaning equipment.
- 65. Facilities Maintenance/Maintenance Helpers** — Regularly performs tasks related to facilities-type maintenance. May assist mechanics and electricians in very minor repairs or to provide them with a helper in their duties.
- 66. Maintenance Mechanic** — Installs, maintains and repairs a variety of machine tools, factory equipment, buildings and facilities.
- 67. Electrician** — Lays out, installs and maintains a variety of electrical equipment such as motors, lighting circuits, starters, elevators, etc. Wire fairly complicated circuits. Diagnoses and remedies trouble quickly to avoid shut downs on above equipment.
- 68. Refrigeration Mechanic** — Starts ammonia system, observes operation, reads gauges and instruments, and adjusts mechanisms such as valves, controls, and pumps to control level of fluid, pressure and temperature in system. Replaces or adjusts defective or worn parts to repair systems.
- 69. Electronic Technician** — Primary responsibilities for preventive maintenance and repair of all CNC equipment and controls. Applies electronic theory, principles of electrical circuits, testing procedures, trouble shooting, repair of electronic equipment as related to CNC and related equipment. Sets up standard test apparatus like oscilloscope; conducts functional tests; interprets test data; adjusts, calibrates and aligns electronic and electrical controls. Repairs and maintains machines and equipment as related to electronic components such as capacitors, resistors, semi-conductor devices and assemblies following blueprints and other specifications using hand tools and test equipment.
- 70. Maintenance Supervisor** —Supervises approximately 10 or more employees. Maintaining, rebuilding and repairing a wide variety of production or processing machines and equipment. Typical examples of such equipment would be punch presses, lathes, screw machines, milling machines, grinders, pumps, compressors, die-casting machines, hydraulic presses, molding machines, conveyors, rolling mills, mixers, stamping machines and similar standard or specially designed equipment and auxiliary mechanisms.
- 71. Plant Engineer or Maintenance Manager** — Directs and coordinates, through engineering and supervisory personnel, activities concerned with design, construction and maintenance of equipment and machinery. Establishes standards and policies for pollution control, testing, operating, procedure, inspection and maintenance of equipment in accordance with engineering principles and safety regulations and oversees directly or through subordinates maintenance of plant buildings. Prepares bid sheets and contracts for construction and facilities acquisition. Tests newly installed machines and equipment to insure fulfillment of contract specifications.
- 72. Construction General Laborers**—Entry-level workers hired for general construction jobs.
- 73. Construction Supervisors**—Provide leadership at sites or for specific jobs. Generally leads a group of employees on completing assigned jobs. This person usually has detailed working knowledge on all tasks to be completed.
- 74. Heavy Equipment Operators** --Operate one or several types of power construction equipment, such as motor graders, bulldozers, scrapers, compressors, pumps, derricks, shovels, tractors, or front-end loaders to excavate, move, and grade earth,

erect structures, or pour concrete or other hard surface pavement. May repair and maintain equipment in addition to other duties

- 75. HVAC Technicians** --Install, service, and repair heating and air conditioning systems in residences and commercial establishment
- 76. Brick Masons**--Lay and bind building materials, such as brick, structural tile, concrete block, cinder block, glass block, and terra-cotta block, with mortar and other substances to construct or repair walls, partitions, arches, sewers, and other structures.
- 77. Concrete Finishers/Cement Masons**--Smooth and finish surfaces of poured concrete, such as floors, walks, sidewalks, roads, or curbs using a variety of hand and power tools. Align forms for sidewalks, curbs, or gutters; patch voids; use saws to cut expansion joints.
- 78. General Carpenters**--Construct, erect, install, and repair structures and fixtures of wood, plywood, and wallboard, using carpenter's hand tools and power tools

**Franklin County Area Development Corporation**

**2010 Wage Survey**

<b>RATE RECAP</b>						
<b>CODE</b>	<b>JOB TITLE</b>	<b># Org's</b>	<b>#</b>	<b>AVG</b>	<b>MIN</b>	<b>MAX</b>
		<b>Data</b>	<b>EEs</b>	<b>RATE</b>	<b>RATE</b>	<b>RATE</b>
1	GENERAL OFFICE CLERK	18	33	12.97	11.56	14.74
2	DATA ENTRY OPERATOR	6	12	12.37	10.45	13.51
3	OFFICE MANAGER	10	12	22.85	20.40	25.16
4	RECEPTIONIST	12	13	13.63	12.64	14.85
5	ADMINISTRATIVE ASSISTANT	9	22	15.75	12.87	17.42
6	EXECUTIVE ADMIN ASSISTANT	5	6	20.15	16.31	21.89
7	STOCK/INVENTORY CLERK	3	7	13.65	11.20	15.61
8	ACCOUNTING CLERK	10	18	15.02	13.57	16.38
9	COLLECTION CLERK AP/AR CLERK	8	18	16.01	12.42	18.96
10	COLLECTION MGR AP/AR MGR	4	9	25.91	19.57	29.86
11	PAYROLL CLERK	6	6	17.71	15.72	20.26
12	GENERAL ACCOUNTANT	5	11	22.33	20.21	23.59
13	SENIOR ACCOUNTANT	4	7	25.60	22.72	29.94
14	CONTROLLER	11	13	35.80	30.26	42.64
15	DIRECTOR OF ACCOUNTING	6	6	39.23	36.12	45.60
16	HELP DESK TECHNICIAN	3	7	18.50	16.08	21.34
17	PROGRAMMER/ANALYST	4	12	24.58	17.76	31.40
18	NETWORK ADMINISTRATOR	7	10	28.36	25.71	34.73
19	SR PROGRAMMER/ANALYST	3	8	30.58	24.66	36.80
20	DATA PROCESSING MANAGER	2	6	34.77	28.26	40.75
21	DIRECTOR OF MIS/IT/IS	4	4	43.55	36.78	49.15
22	BENEFITS ADMINISTRATOR			<b>INSUFFICIENT RESPONSES</b>		
23	HUMAN RESOURCES ASSISTANT	3	3	17.62	15.35	18.68
24	HUMAN RESOURCES GENERALIST	4	6	21.89	18.45	24.55
25	HUMAN RESOURCES MANAGER	10	11	26.64	22.69	30.89
26	SAFETY/ENVIRONMENT COORDINATOR	5	9	21.41	17.87	23.47
27	JUNIOR BUYER	5	23	20.93	18.60	24.08
28	SENIOR BUYER	8	26	27.69	23.42	32.55
29	PURCHASING/SUPPLY CHAIN MGR	9	21	30.52	23.89	36.78
30	DRAFTSPERSON/DRAFTER	6	14	19.94	16.32	24.15
31	DESIGNER	6	15	22.63	20.04	27.62
32	MECHANICAL/DESIGN ENGINEER	11	90	29.42	24.87	35.82
33	ELECTRICAL ENGINEER	3	10	36.84	29.73	44.82
34	CUSTOMER SERVICE REP	14	104	17.41	14.68	22.04
35	CUSTOMER SERVICE SUPERVISOR	7	33	24.44	19.77	29.74
36	MARKETING SPECIALIST	5	5	25.10	22.72	31.61
37	OUTSIDE SALES REP/SALES ENGINEER	17	75	27.82	21.44	32.36
38	SALES MANAGER/DIRECTOR	18	60	42.15	33.61	47.20
39	SHIPPING/RECEIVING CLERK	15	50	15.08	13.32	17.84
40	WAREHOUSE LABORER/PICKER/PACKER	12	427	13.28	11.24	16.10
41	INDUSTRIAL TRUCK OPERATOR	12	150	15.16	12.09	17.45
42	TRUCK DRIVER	12	81	16.05	13.85	20.33
43	DISPATCHER			<b>INSUFFICIENT RESPONSES</b>		
44	DISTRIBUTION/WAREHOUSE SUPERVISOR	9	67	20.52	17.41	25.30
45	DISTRIBUTION/WAREHOUSE MANAGER	5	10	29.06	24.15	37.33
46	GENERAL PRODUCTION LABORER	17	189	13.74	11.42	16.75
47	MACHINE OPERATOR-OPERATOR ONLY	8	105	15.36	13.14	17.84
48	MACHINE OPERATOR-SET-UP & OPER	11	37	16.94	13.80	20.56
49	MACHINE OPERATOR-SU/OPER CNC MACH	13	94	16.63	14.10	21.26
50	ASSEMBLER	16	245	14.66	12.71	18.06
51	PAINTER/SPRAYER	9	75	14.30	12.82	17.87
52	INSPECTOR/QUALITY CONTROL TECH	11	112	17.05	14.34	20.38
53	WELDER	15	260	15.42	13.73	19.73
54	HOURLY TEAM LEADER	11	125	17.89	15.10	21.26
55	PRESS OPERATOR	5	19	15.42	12.90	18.21
56	PRODUCTION PLANNER	8	38	19.05	16.86	22.42

**Franklin County Area Development Corporation**

**2010 Wage Survey**

57	PRODUCTION SUPERVISOR	18	87	23.18	19.24	29.14
58	PRODUCTION/MFG MANAGER	14	39	31.91	25.63	35.40
59	QUALITY ENGINEER	3	20	27.61	24.70	30.24
60	QUALITY SUPERVISOR/MANAGER	6	11	28.08	25.41	33.77
61	MANUFACTURING ENG TECHNICIAN	6	13	21.45	19.02	23.63
62	MANUFACT/INDUSTRIAL ENGINEER	8	66	29.75	24.36	32.10
63	PLANT MANAGER	15	17	36.01	28.19	43.40
64	HOUSEKEEPER/CUSTODIAN	11	29	11.41	9.81	13.20
65	FACILITIES MAINT/MAINT HELPERS	7	21	14.85	12.60	18.71
66	MAINTENANCE MECHANIC	15	63	18.05	14.19	21.66
67	ELECTRICIAN	6	25	21.33	17.30	24.15
68	REFRIGERATION MECHANIC			<b>INSUFFICIENT RESPONSES</b>		
69	ELECTRONIC TECHNICIAN			<b>INSUFFICIENT RESPONSES</b>		
70	MAINTENANCE SUPERVISOR	7	7	22.56	18.89	27.15
71	PLANT ENGINEER/MAINT MANAGER	5	5	33.72	28.60	35.91
72	CONSTRUCTION/GENERAL LABORERS	6	105	12.84	11.30	15.45
73	CONSTRUCTION SUPERVISORS	5	25	22.75	19.20	27.04
74	HEAVY EQUIP OPERATORS	4	40	15.93	14.02	17.24
75	HVAC TECHNICIANS			<b>INSUFFICIENT RESPONSES</b>		
76	BRICK MASONS			<b>INSUFFICIENT RESPONSES</b>		
77	CONCRETE FINISHERS			<b>INSUFFICIENT RESPONSES</b>		
78	GENERAL CARPENTERS			<b>INSUFFICIENT RESPONSES</b>		

Key:

"# Org's Data" represents number of companies who responded

"# EE's" represents total number of employee units reported