

SUMMARY REPORT QUALITY OF LABOR SURVEY

**CONDUCTED FOR THE LAKE OF THE OZARKS
ECONOMIC DEVELOPMENT GROUP**

PURPOSE

A competitive advantage is essential for the successful operation of business, particularly as the competitive environment continues to expand within a global framework. Labor costs continue to rank among the largest expenditures in the operation of business facilities, thus managers' expectations and needs for labor are great. In most site locations studies the availability of qualified labor ranks among the top five characteristics necessary for an attractive community.

Federal and State labor agencies report on various characteristics as they relate to the employment and unemployment situation, but the quality of labor and the perceptions about that quality are more difficult to quantify. Only local surveys can supply this information for small regions.

This report provides answers to some of the quality concerns most often expressed by corporate site selection teams as they evaluate future locations for their facilities. It also serves to inform the local development team, including education and training services, of corporate support needed within the community for the continued successful operations of existing business facilities.

METHODOLOGY

Names of 120 business firms within the Lake of the Ozarks Area were provided by the local economic development groups. A five page survey form was developed by AmerenUE and the Lake of the Ozarks EDG to provide information about the employed labor force. Objective information about employment, wages, work stoppages, commuting and benefits as well as subjective information on the quality of the workforce was included. A Training Needs Assessment with 82 specific skills is added to identify training needs in the Lake of the Ozarks Area.

One hundred twenty questionnaires were mailed to business firms in the area. All responses of particular firms were kept confidential by aggregating the results.

SURVEY RESULTS

EMPLOYMENT PROFILE

RESPONSES:

A total of 42 business firms completed and returned the Quality of Labor Survey. This represents 35 percent of the 120 firms who received the survey.

EMPLOYMENT LEVEL:

The 42 firms responding to the survey employ 5389 persons with an average of 128 employees per firm. The Lake Regional Health System was the largest employer with over 900 persons while the smallest has three employees.

LOCATION AGE:

The average number of years at the present location for respondents is 35 years. This includes 8 firms with 50 years or more.

EMPLOYMENT TIME:

Of the 5389 total number of employees, 4070 (76 percent) were permanent full-time employees and 607 are part-time. Nine firms employ temporary personnel with a total of 259 such workers.

WORKER DEMOGRAPHICS:

The average length employment per employee is 6 years. The average age of employees is 36.3 years. The range in average age is 28 years to 45 years with only 3 firms reporting an average age of 45 years. Employees average 12.6 years of full-time education with 11 firms reporting averages above this level.

UNIONS:

Two firms reported hourly union employment with a total of 478 employees. This represents 8.9 percent of the total employment by firms responding to the survey. There was one work stoppages reported over the last five years.

HOURLY WAGE:

The average hourly wage is \$11.66 ranging from a low of \$7.50 to a high of \$29.52 per hour. This compares to the 2001 average hourly wage of: USA \$16.35; Missouri \$15.19; St. Louis Metro \$16.42 and Kansas City Metro \$16.60*.

The Wage Compensation Section represents 59.2% or 3,189 of the 5,389 total employments from the 42 responding firms.

***Source: Bureau of Labor Statistics and the Missouri Department of Economic of Economic Development.**

SHIFT DIFFERENTIAL:

There were 7 firms reporting multi-shift operations with the average hourly shift differential for second shift of 25 cents per hour and the third shift 44 cents per hour.

ABSENTEEISM RATE:

The average absenteeism rate for all respondents over a 12-month period is reported at 5.5 percent and for manufacturers it was 2.0 percent.

TURNOVER RATE:

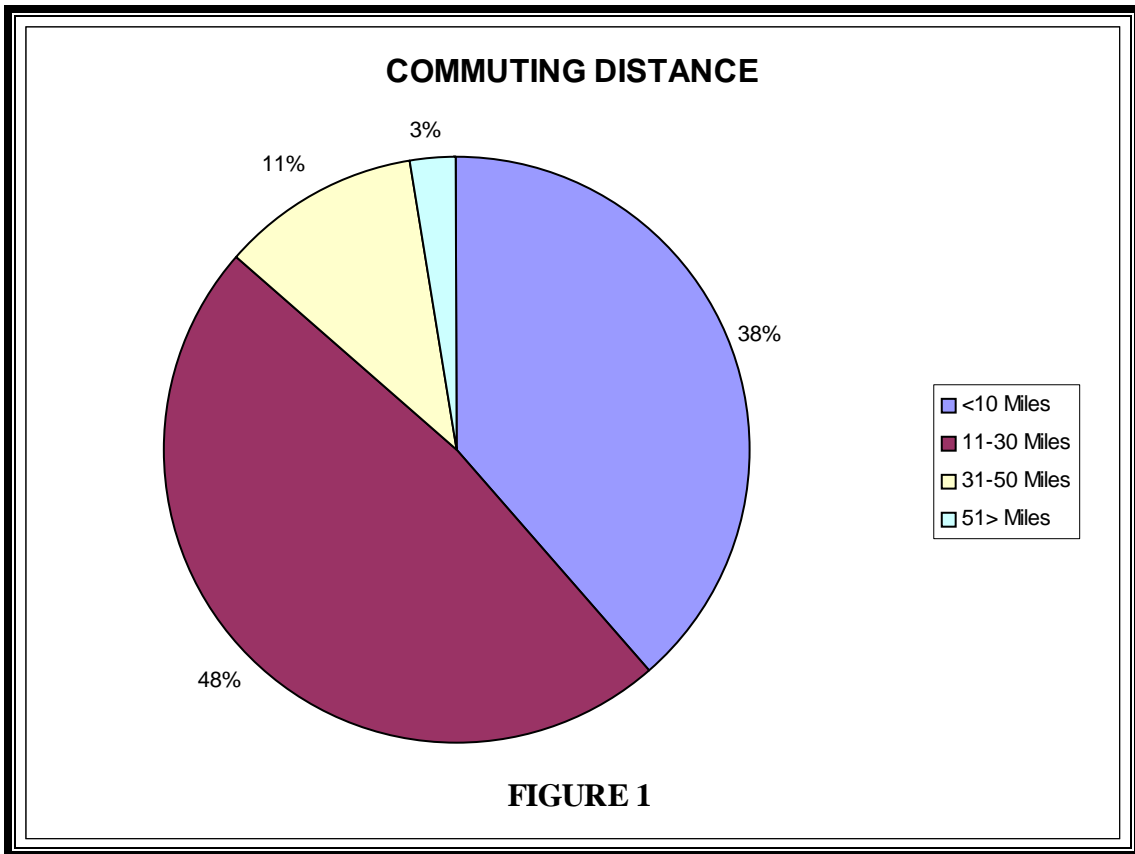
The average turnover rate over a 12-month period is 12.7 percent. This compares to the U.S. 1990 rate at 21.7% and the 2000 rate of 28.6 percent. The most recent turnover rate through August 2003 by the U.S. Department of Labor indicates a 19.2 percent annual rate.

TUITION:

Eleven firms (26 percent) reported company-sponsored tuition for their employees. Employee participation from this group ranged from 1 to 50 percent, with an average participation rate of 15 percent.

COMMUTING DISTANCE:

An average of 38.5 percent of the employees live within 10 miles of their place of work. Another 48 percent commute from 11-30 miles to work. Over 13 percent commute 31 or more miles to work.



BENEFIT PROGRAMS:

A variety of benefit programs are made available to employees. All but nine firms responding contribute to health insurance for its employees with 16 firms providing better than 75 percent coverage. Over 54 percent of the firms provide some pension plan assistance to employees. Over 33 percent of the employers contribute 50 percent or more to dental insurance programs and 18 percent contribute to vision care programs.

Dependent coverage for health insurance is provided by 19 percent of the firms responding to the survey. Over one-sixth of the firms provide dental insurance coverage and five percent provide group life insurance coverage for dependents.

EMPLOYER CONTRIBUTIONS BY BENEFIT CATEGORY

PLAN	Employer Contributions (%)					Dependent Coverage	
	100	75 to 99	50 to 74	1 to 49	None	Yes	No
Pension Plan	9	2	2	6	16	19	23
Group Life Insurance	15	1	4	4	13	2	16
Health Insurance	8	9	7	4	9	8	12
Dental Insurance	5	4	3	3	21	6	12
Vision Care	2	1	1	2	28	4	14

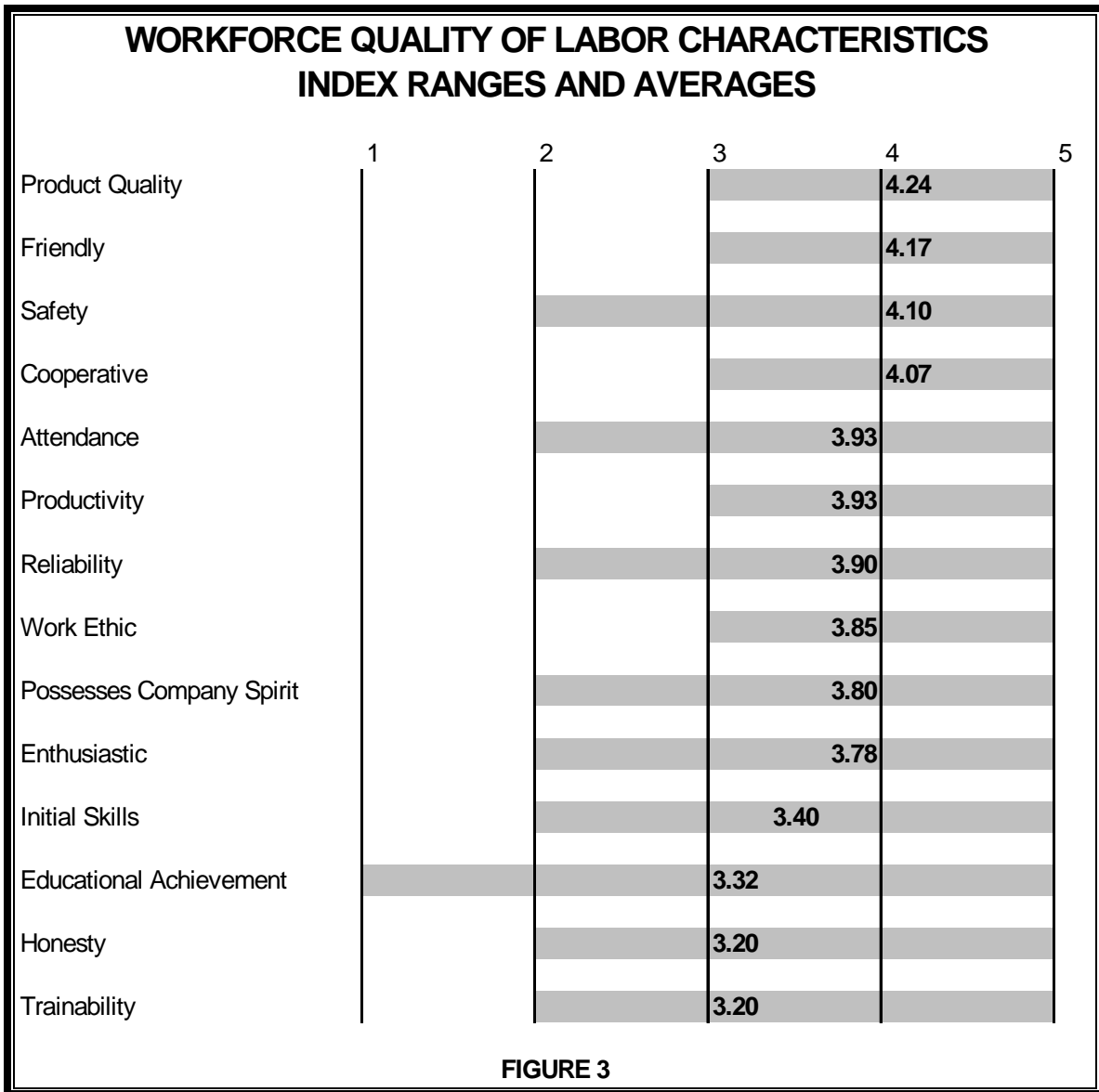
FIGURE 2

A salary reduction plan (401K) is offered by 40 percent of the employers. Employees are provided an average of 7.3 paid holidays per year, while the national average is 9.3 days.

Employers provide an estimated average dollar contribution for benefits as a percentage of wages at 22.2 percent.

QUALITY OF LABOR CHARACTERISTICS:

Fourteen quality of labor characteristics were ranked by employers on a scale of one (very poor) to five (very good). A rating of 3 is considered average.



Product Quality, Friendly, Safety and Cooperative received 4.0 or better average scores. Honesty and Trainability were ranked lowest with an average score of 3.2, while Product Quality received the highest score: (over one-third of the firms ranked it very good).

Eleven of the 14 characteristics had average ratings of 3.4 or better and none were below 3.2, both ratings are considered good ratings. Only one of the characteristics received firm rankings below 2.0 while all 14 characteristics included rankings of 5 (very good). **(The shaded area represents the range of the responses from employers of 1 to 5.)**

RECRUITMENT AND DEVELOPMENT ISSUES

1. DOES YOUR COMPANY HAVE A FORMAL TRAINING PROGRAM?

Thirty-nine percent of the firms have formal training programs.

2. IS TRAINING EVALUATED IN THE EMPLOYEE PERFORMANCE AND/OR COMPENSATION REVIEW PROCESS?

Thirty-two percent of respondents stated that training is evaluated during the employee performance and/or compensation review, another forty-nine percent stated it is reviewed only informally.

3. WOULD YOUR COMPANY BE INTERESTED IN MULTI-COMPANY CENTRALIZED TRAINING TO INCREASE THOSE SKILLS YOU IDENTIFIED ABOVE?

Twenty-one percent of the firms would be interested in multi-company centralized training to increase needed skills.

4. IS YOUR COMPANY CURRENTLY PARTICIPATING IN ANY OUTSIDE TRAINING PROGRAMS?

Only thirty-three percent of the firms are currently participating in outside training programs.

5. WHAT ENTITY IS PROVIDING THAT TRAINING?

The following training providers were identified:

Corporate Office (2)	CNA Training (1)
Vendor Training (3)	MKA Programs (1)
Workshops/Seminars/Tapes (3)	Basic Skills Refresher (1)
Municipal/Government Specific (1)	Lean Concepts (1)
Dental Seminars (1)	State Associations (1)
State Fair Community College (2)	Central Ozarks PIC (1)

6. IS YOUR COMPANY INTERESTED IN LEARNING AND POSSIBLY IMPLEMENTING SPECIFIC PROGRAMS THAT INCREASE WORKER SKILLS?

Forty-five percent of the firms were interested in learning and possibly implementing specific programs that increase worker skills.

7. PLEASE MARK YOUR PREFERRED TRAINING LOCATION.

Eighty-six percent of employers responded In-House training location preferred.

8. PLEASE MARK YOUR PREFERRED TRAINING DELIVERY METHOD.

The responses were as follows:

- 90.9% Classroom/seminar
- 4.5% On-line
- 4.5% Computer based self-study

9. HAVE YOU BEEN SATISFIED WITH TRAINING PROVIDED THROUGH THE LOCAL VOCATIONAL SCHOOL OR COMMUNITY COLLEGE?

Eighty-four percent of employers stated they were satisfied with training through the local vocational school or community college.

10. DOES YOUR COMPANY USE TEMPORARY EMPLOYMENT AGENCIES FOR HIRING EMPLOYEES?

Fifteen percent responded positively to using temporary employment agencies.

11. WHICH METHOD FOR RECRUITING HOURLY EMPLOYEES IS THE MOST SUCCESSFUL?

Forty-five percent of the firms identified employee referral as the best, with newspaper as the second most successful method for recruiting hourly employees.

12. WHICH RECRUITING METHOD IS THE LEAST SUCCESSFUL?

The labor division in the Department of Economic Development received the least number of positive responses with employee referral receiving the most positive.

13. WHEN EMPLOYMENT POSITIONS ARE AVAILABLE, DOES YOUR COMPANY HAVE A SUFFICIENT NUMBER OF APPLICANTS OR SUFFICIENT NUMBERS OF APPLICATIONS ON FILE?

Sixty percent of the firms indicated that they have sufficient numbers of applicants for available positions.

14. IF YOUR COMPANY HAD FIVE PRODUCTION WORKER POSITIONS TO FILL, HOW MANY APPLICANTS WOULD YOUR COMPANY HAVE TO TEST?

Nearly sixty-six percent of the firms indicated that less than 15 applicants would fill all five production level positions. Nineteen percent preferred between 16 and 30 applicants and only one indicated a preference for between 61 and 100 applicants.

15. DO YOU REQUIRE ANY PRE-EMPLOYMENT SKILL TESTING?

Thirty-one percent indicated they require pre-employment skill testing.

Those that do not require testing indicate the following reasons:

- 37.5% Results are not helpful
- 25.0% No local providers
- 20.8% Too expensive
- 16.7% Don't know what is available

16. WHAT IS THE PRIMARY REASON APPLICANTS ARE REJECTED?

The reasons applicants were rejected are as follows:

- 42.5% Lack of employability skills
- 30.0% Lack of technical skills
- 10.0% Poor interviewing skills
- 7.5% Poor references
- 5.0% Substance abuse issues

17. IS YOUR COMPANY PARTICIPATING IN OR INTERESTED IN LEARNING MORE ABOUT SCHOOL-TO-WORK INITIATIVES?

Company participation in or interest in learning more about school-to-work initiatives were as follows:

- 9 percent in job shadowing
- 5 percent in job fairs
- 4 percent in internships
- 3 percent in mentoring
- 3 percent in career placement programs
- 2 percent in skills assessment and advancement programs

WAGE COMPENSATION SECTION SUMMARY

All wages have been weighted by employment level. There are wide ranges in both the starting and average wages. Frequently, the top wage is over two times the lowest wage. Yet the difference between the average starting wage and averages of the average wage is generally less than three dollars. This section represents 59% or 3189 of the 5398 total employees from the 42 responding firms. The listed job classifications are only a small portion of the hundreds available in any labor market and reflect those selected by the Lake of the Ozarks EDG.

WAGE COMPENSATION TABLE							
Job Classification	Low Starting Wage	High Starting Wage	Average Starting Wage	Low Average Wage	High Average Wage	Average Average Wage	# of Employee
Comptroller/Finance Manager	13.46	24.91	17.60	14.42	42.34	24.63	6
First Line Supervisor	8.00	16.57	12.27	8.75	29.89	15.34	63
Human Resource Manager	12.02	20.96	15.71	14.42	42.34	23.38	5
Office Manager	7.50	18.00	12.00	10.50	24.04	15.07	19
Operations Manager	9.00	30.00	15.86	11.00	43.27	21.95	18
Plant Manager	9.00	26.44	16.84	11.00	31.25	22.55	9
Sales Manager	14.42	30.00	16.01	16.83	38.46	21.38	40
Quality Manager	11.00	24.91	19.98	11.55	42.34	29.21	4
Administrative Assistant	7.00	12.59	9.34	6.25	21.04	13.21	21
Chef	9.70	16.83	13.33	10.15	20.19	15.24	3
Computer Programmer	10.50	15.00	12.00	22.00	22.75	22.25	9
Engineer - Electrical *	---	---	---	---	---	---	---
Engineer - Industrial	12.02	24.04	21.50	12.50	35.39	28.02	6
Engineer - Mechanical	8.00	25.41	14.70	10.50	43.20	20.06	10
Network Administrator	16.25	24.29	19.05	19.23	27.64	27.97	5
Para-legal *	---	---	---	---	---	---	---
Registered Nurse	11.17	18.00	15.90	13.94	22.48	22.29	242
Teacher	12.74	13.94	13.51	13.84	17.99	16.50	476
Statistical Process Controller *	---	---	---	---	---	---	---
Bookkeeper	7.91	17.31	9.09	10.00	18.75	11.28	25
Receptionist	6.00	8.50	7.65	8.00	11.54	9.53	22
Secretary	6.50	9.50	8.25	7.98	11.74	10.15	77
Data Entry Operator	7.75	8.00	7.96	8.25	11.00	9.54	6
Shipping/Receiving Clerk	7.00	10.00	7.98	8.96	14.63	9.97	19
Assembly Worker	8.70	11.16	9.98	10.44	12.50	11.48	244
Production Worker	8.00	12.96	9.84	8.83	14.00	11.03	712
Driver – Forklift	8.70	10.00	8.89	10.64	12.00	10.83	7
Driver – Truck	10.00	18.40	12.80	12.50	24.04	16.35	3
General Laborer	6.00	8.00	6.77	8.00	11.00	8.88	80
Machinist	14.47	16.33	15.40	16.55	16.82	16.69	4
Machinery Maintenance/Repair	10.00	15.00	13.92	12.25	15.83	14.77	25
Mechanic – Automotive	10.00	12.00	10.43	12.25	13.46	12.49	7
Mechanic – Marine	8.00	13.00	11.36	12.25	17.00	16.30	11
Tool & Die Maker *	---	---	---	---	---	---	---
Welders & Cutters	9.00	12.51	12.39	12.50	13.55	13.52	60
Warehouse Worker	8.70	11.67	10.52	10.64	11.88	11.40	31
Bank Teller *	---	---	---	---	---	---	---
Cashier	6.00	8.00	6.81	7.50	9.00	8.01	134
Fast Food Worker	6.25	7.00	6.55	7.50	7.50	7.50	10
Cook	5.75	9.50	7.95	7.00	11.00	9.14	115
Janitors & Cleaners	6.50	9.00	8.81	9.00	11.10	10.02	48
Maids/Housekeepers	5.75	7.50	7.07	6.00	10.00	8.04	118
Nursing Aids	6.70	10.47	7.39	7.34	11.21	8.90	149
Waiters/Waitresses	2.13	5.00	2.89	2.13	7.00	3.81	89
Sales Representative	7.50	16.60	10.27	9.25	26.44	19.62	18
Sales Person – Parts *	---	---	---	---	---	---	---
Sales Person - Retail	6.50	7.21	6.53	8.00	9.62	8.04	239
* Two or less respondents - Not disclosed						Total	3189

FIGURE 4

STARTING WAGE RANGE AND AVERAGE

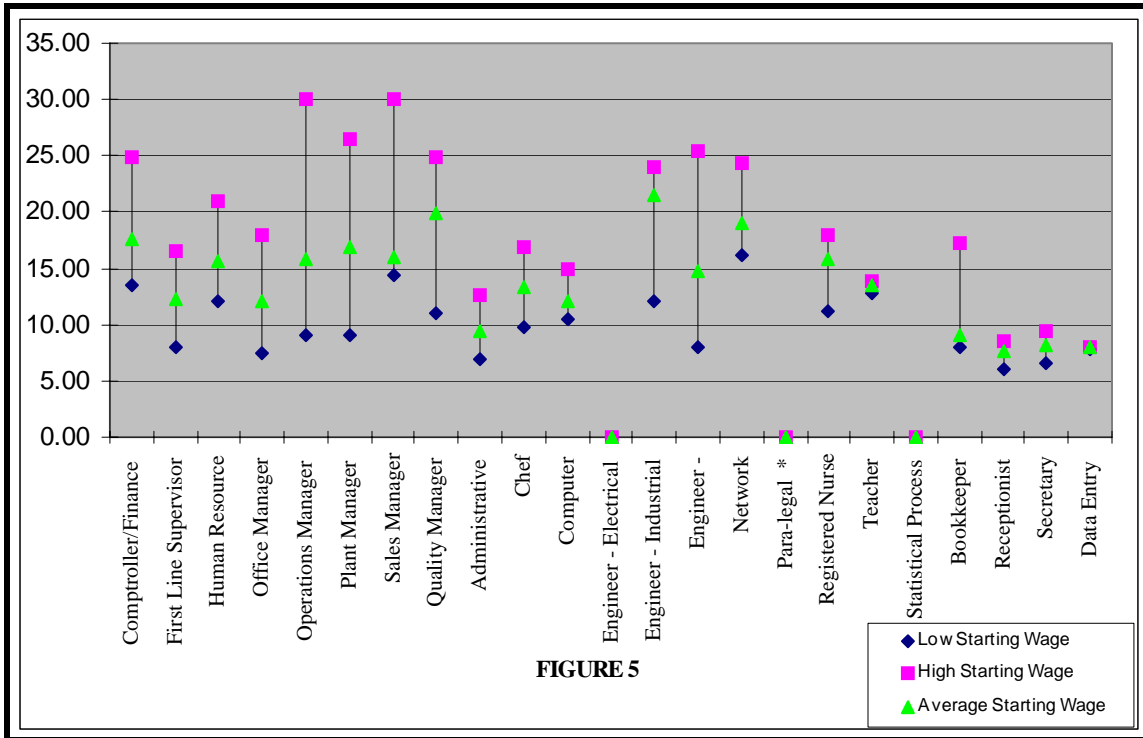


FIGURE 5

STARTING WAGE RANGE AND AVERAGE CONT.

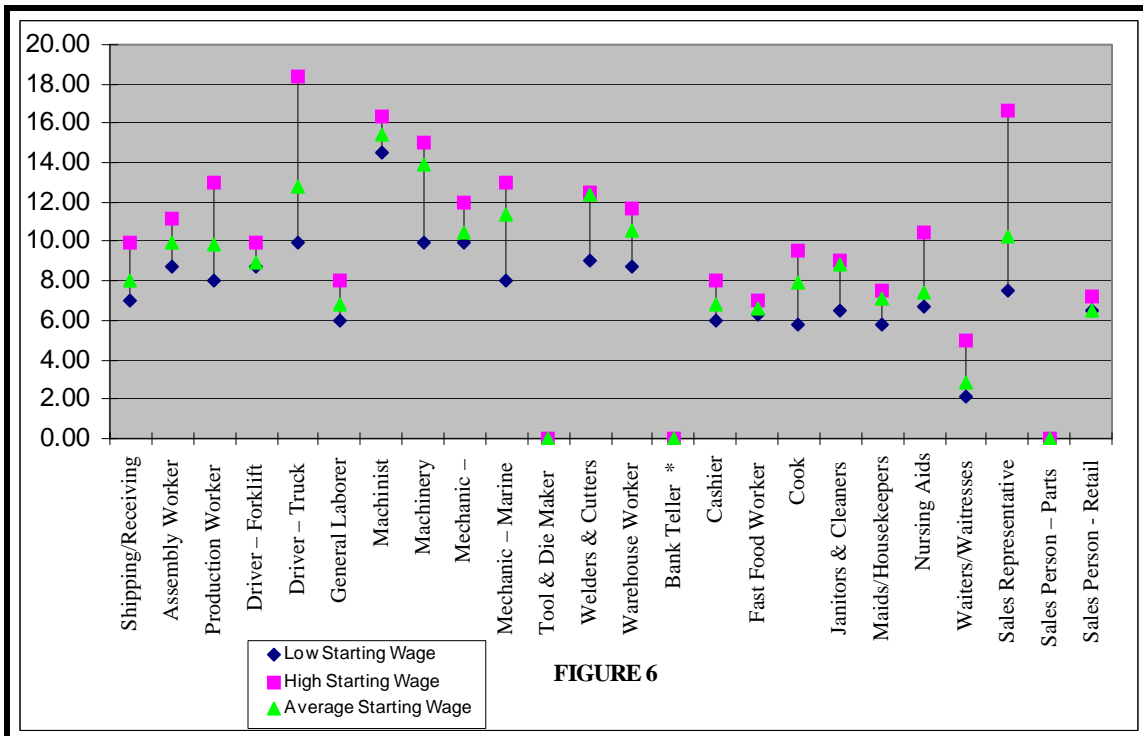
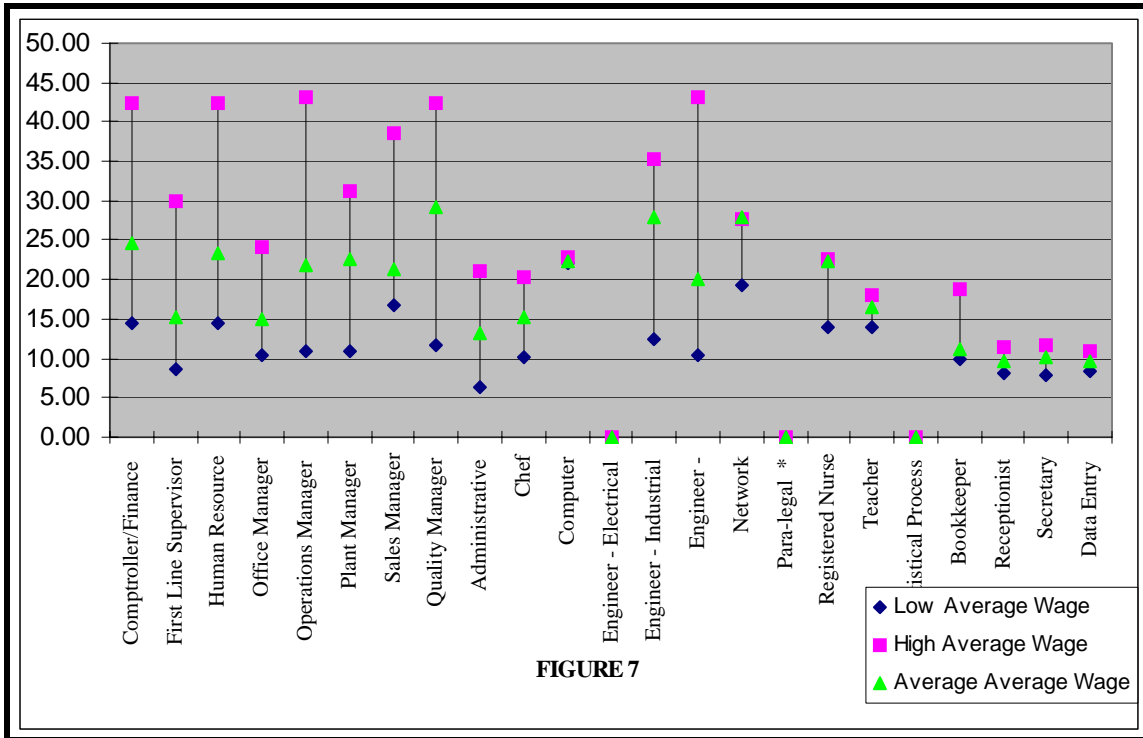
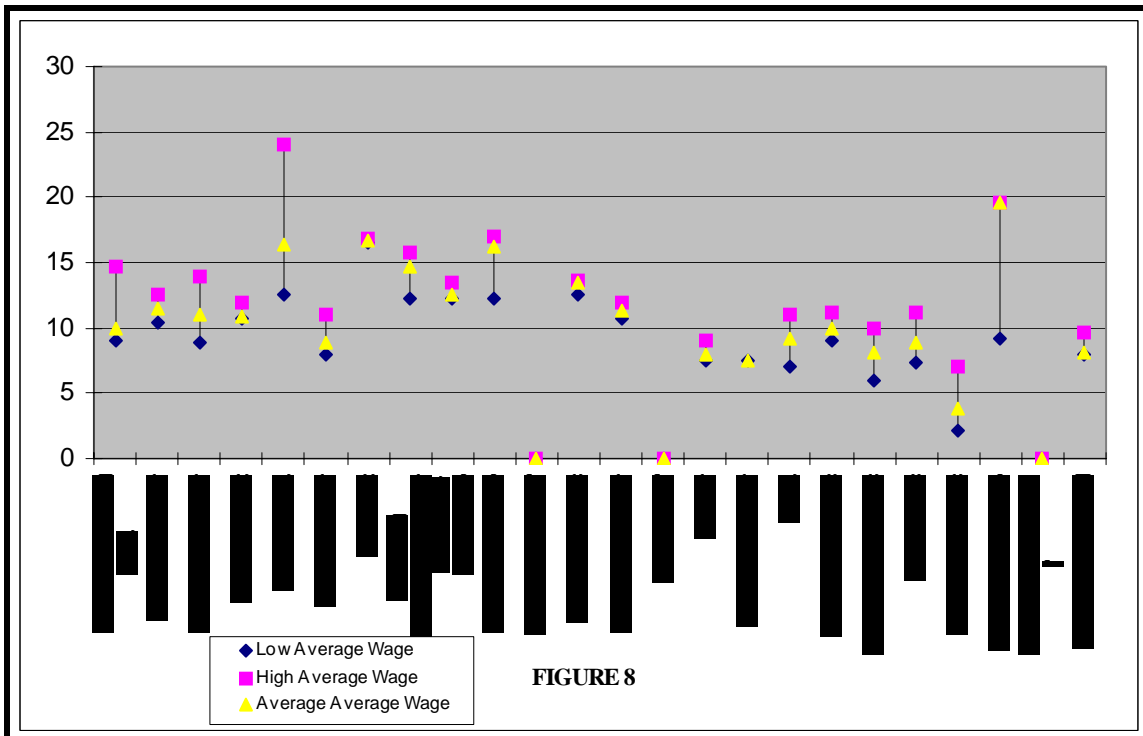


FIGURE 6

AVERAGE WAGE RANGE AND AVERAGE



AVERAGE WAGE RANGE AND AVERAGE CONT.



SKILLS TRAINING NEEDS

The training needs by specific skill (listed on pages 10 & 11) was completed by 25 of the 42 responding employers. Of the 82 specific skills in nine (9) Skill Category Groups, employers selected 437 skills as specific training needs for their organizations

Employers had the greatest interest for training in the skills listed in the Management/Supervision group with 104 responses and Workplace Skills group with 80 responses. These more technical or advanced skills would normally be required in office environments or other service related industries.

Employers Training Need By Skills Category	
Skills Category Group	Number Responses
Management/Supervision	104
Workplace Skills	80
Customer Service	60
Computer Skills	57
Technical Skills	46
Basic Skills	34
Health & Safety	32
Manufacturing Technologies	13
Certifications	11
Total	437

FIGURE 8

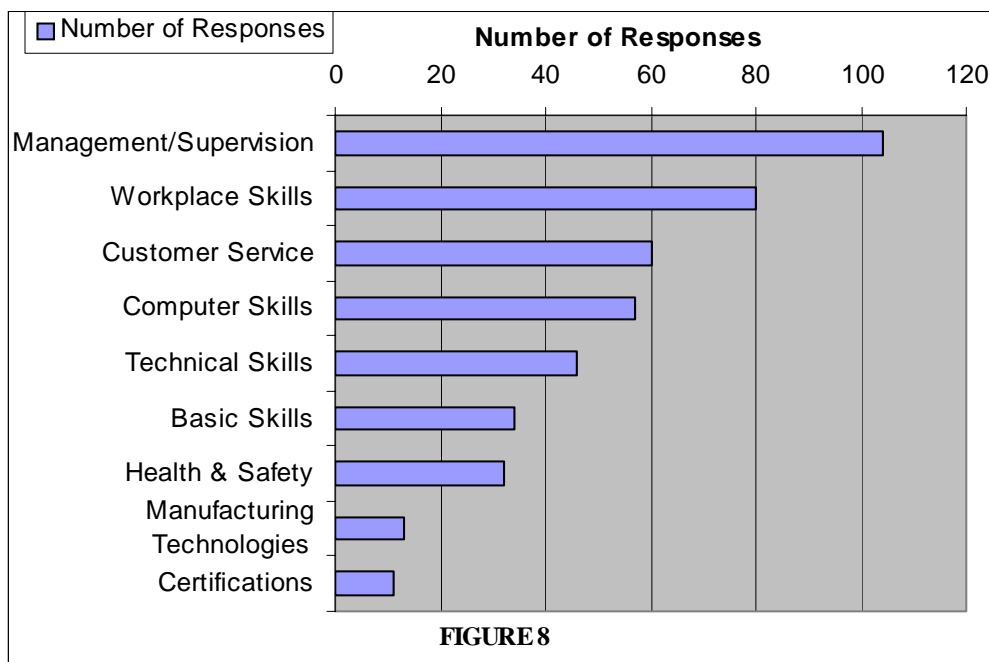


FIGURE 8

The specific skill with the most interest for training is Teamwork with 20 responses in the Workplace Skills group (see pages 10 & 11). Customer Service (with 16 responses in the Customer Service group) was second, followed by Time Management for third in the Workplace Skills Group.

SKILLS TRAINING NEEDS

SPECIFIC SKILL NEEDS IN DESCENDING ORDER

Specific Skill	Employer Skill Category	Number Responses	Percentage Total Respondent*	Percent Training Respondent**
Teamwork	WS	20	47.62%	80.00%
Customer Service	CS	16	38.10%	64.00%
Time Management	WS	16	38.10%	64.00%
Problem Solving	WS	15	35.71%	60.00%
Resolving Customers Issues	CS	13	30.95%	52.00%
Communication	MS	12	28.57%	48.00%
Conflict Resolution	MS	12	28.57%	48.00%
Hospitality Skills	CS	12	28.57%	48.00%
Math	BS	12	28.57%	48.00%
Spreadsheets	CP	11	26.19%	44.00%
Team Building	MS	11	26.19%	44.00%
Team Leadership	MS	11	26.19%	44.00%
Critical Thinking	WS	10	23.81%	40.00%
Stress Management	HS	10	23.81%	40.00%
Connecting with Customers	CS	9	21.43%	36.00%
Intro to Computers	CP	9	21.43%	36.00%
Reading	BS	9	21.43%	36.00%
Clerical Skills	CS	8	19.05%	32.00%
Coaching	MS	8	19.05%	32.00%
E-mail	CP	8	19.05%	32.00%
Employee Evaluation	MS	8	19.05%	32.00%
Giving/Receiving Feedback	MS	8	19.05%	32.00%
Listening	WS	8	19.05%	32.00%
Office Skills	BS	8	19.05%	32.00%
CPR/First Aid	HS	7	16.67%	28.00%
Interviewing	MS	7	16.67%	28.00%
Word Processing	CP	7	16.67%	28.00%
Costs of Services/Production	WS	6	14.29%	24.00%
Production/Inventory Control	TS	6	14.29%	24.00%
Industrial Safety	HS	5	11.90%	20.00%
Keyboarding/Data Entry	CP	5	11.90%	20.00%
Marketing	MS	5	11.90%	20.00%
Project Management	WS	5	11.90%	20.00%
Reading Financial Statements	MS	5	11.90%	20.00%
Wellness Programs	HS	5	11.90%	20.00%
Databases	CP	4	9.52%	16.00%
Electronics	TS	4	9.52%	16.00%
GED	BS	4	9.52%	16.00%

FIGURE 9

Skills Category Groups

CP – Computer Skills

BS – Basic Skills

TS – Technical Skills

HS – Health & Safety

MT – Manufacturing Technologies

MS – Management/Supervision

WS – Workplace Skills

TS – Technical Skills

CE – Certifications

CS – Customer Service

*Percent based on Total Respondents of 42

** Percent based on Training Respondents of 25

Specific Skill	Employer Skill Category	Number Responses	Percentage Total Respondent*	Percent Training Respondent**
Internet Proficiency	CP	4	9.52%	16.00%
Preventative Maintenance	MT	4	9.52%	16.00%
Quality Product Planning	MT	4	9.52%	16.00%
Recognition	MS	4	9.52%	16.00%
Refrigeration	TS	4	9.52%	16.00%
Web Page Development	CP	4	9.52%	16.00%
APICS CPIM	CE	3	7.14%	12.00%
CNC	TS	3	7.14%	12.00%
Diversity Issues	MS	3	7.14%	12.00%
HR Legal Requirements	MS	3	7.14%	12.00%
HVAC	TS	3	7.14%	12.00%
Hydraulics	TS	3	7.14%	12.00%
Industrial Electricity	TS	3	7.14%	12.00%
Machining	TS	3	7.14%	12.00%
Manufacturing Processes	MT	3	7.14%	12.00%
OSHA/Regulatory Training	HS	3	7.14%	12.00%
Programmable Logic Controllers	TS	3	7.14%	12.00%
Strategic Planning	MS	3	7.14%	12.00%
Welding	TS	3	7.14%	12.00%
Blueprint Reading	TS	2	4.76%	8.00%
Business Plans	MS	2	4.76%	8.00%
CAD/CAM	TS	2	4.76%	8.00%
Calibration	TS	2	4.76%	8.00%
E-commerce	CP	2	4.76%	8.00%
Foreign Language Basics	CS	2	4.76%	8.00%
ISO	CE	2	4.76%	8.00%
Lean Manufacturing	MT	2	4.76%	8.00%
Mechanical Skills	TS	2	4.76%	8.00%
Microsoft Certified Professionals	CE	2	4.76%	8.00%
Mistake Proofing	CE	2	4.76%	8.00%
PowerPoint	CP	2	4.76%	8.00%
Pricing	MS	2	4.76%	8.00%
Statistical Process Control (SPC)	TS	2	4.76%	8.00%
Substance Abuse	HS	2	4.76%	8.00%
Automated Manufacturing	TS	1	2.38%	4.00%
English as a Second Language	BS	1	2.38%	4.00%
HAZWOPPER (40hrs)	CE	1	2.38%	4.00%
HAZWOPPER (8hrs)	CE	1	2.38%	4.00%
Networking	CP	1	2.38%	4.00%
ASQC Certifications	CE	0	0.00%	0.00%
Cisco Networking Systems (CCNA)	CE	0	0.00%	0.00%
HACCP	HS	0	0.00%	0.00%
HAZMAT	HS	0	0.00%	0.00%
Lean Mfg Belt Certifications	CE	0	0.00%	0.00%
Programming	CP	0	0.00%	0.00%

FIGURE 10

Skills Category Groups

CP – Computer Skills TS – Technical Skills *Percent based on Total Respondents of 42
 BS – Basic Skills CE – Certifications ** Percent based on Training Respondents of 25
 TS – Technical Skills MS – Management/Supervision
 HS – Health & Safety WS – Workplace Skills
 MT – Manufacturing Technologies CS – Customer Service

**Lake of the Ozarks Quality of Labor
 Wage Rates in Selected Occupations and Market Areas**

3-County Area Survey Average		Missouri	St. Louis MO	Kansas City MO	National	Tulsa OK	Nashville TN
Managers		Managers (Averages)					
Finance Manager/Comptroller	\$24.63	\$31.39	\$33.14	\$33.41	\$36.26	\$30.96	\$29.73
First Line Supervisor/Non-Retail	\$15.34	\$22.77	\$23.71	\$24.78	\$28.53	\$21.09	\$19.61
Human Resource Manager	\$23.38	\$28.86	\$30.68	\$30.63	\$31.89	\$26.10	\$27.78
Office Manager/Admin. Services	\$15.07	\$22.50	\$23.27	\$25.58	\$26.67	\$20.15	\$19.83
Operations and General Manager	\$21.95	\$31.28	\$33.16	\$35.47	\$35.37	\$31.66	\$33.85
Plant and Ind. Production Manager	\$29.52	\$30.10	\$32.54	\$33.14	\$32.84	\$29.47	\$28.74
Sales Manager	\$21.38	\$35.26	\$36.83	\$37.58	\$37.02	\$36.68	\$32.31
Quality Manager/Engineer	\$29.21	\$37.93	\$38.02	\$41.96	\$42.74	\$38.42	\$37.51
Professional/Technical		Professional/Technical (Averages)					
Administrative Assistant	\$13.21	\$15.93	\$15.80	\$15.69	\$16.34	\$14.18	\$14.75
Chef/Head Cook	\$15.24	\$10.47	\$10.18	\$14.72	\$14.58	\$10.00	\$19.55
Computer Programmer	\$22.25	\$28.49	\$30.01	\$28.77	\$30.23	\$28.84	\$27.83
Engineer - Electrical	*	\$29.68	\$29.73	\$31.16	\$32.99	\$30.45	\$28.55
Engineer - Industrial	\$28.02	\$28.02	\$29.04	\$28.32	\$29.78	\$28.00	\$26.79
Engineer - Mechanical	\$20.06	\$28.57	\$29.14	\$25.40	\$30.54	\$30.45	\$27.36
Network Administrator	\$27.97	\$24.66	\$26.16	\$23.61	\$27.14	\$22.53	\$27.06
Para-legal	*	\$16.48	\$17.42	\$17.51	\$18.86	\$16.54	\$18.24
Registered Nurse	\$22.29	\$20.84	\$21.12	\$22.18	\$23.19	\$20.77	\$26.14
Teacher Elementary/Secondary	\$16.50	\$17.04	\$19.89	\$17.40	\$21.54	\$17.98	\$17.81
Statistical Process Controller	*	\$22.75	\$24.57	\$24.38	\$27.44	\$21.45	\$18.45
Clerical		Clerical (Averages)					
Bookkeeper	\$11.28	\$12.18	\$13.28	\$12.77	\$13.38	\$12.53	\$13.50
Receptionist	\$9.53	\$9.59	\$9.78	\$10.47	\$10.31	\$9.43	\$10.66
Secretary	\$10.15	\$11.32	\$12.01	\$12.04	\$12.36	\$11.16	\$12.06
Data Entry Operator	\$9.54	\$10.11	\$10.25	\$10.71	\$10.93	\$10.35	\$11.01
Shipping/Receiving Clerk	\$9.97	\$11.22	\$11.86	\$11.69	\$11.64	\$10.73	\$12.23
Production/Maintenance		Production/Maintenance (Averages)					
Assembly Worker	\$11.48	\$11.65	\$12.67	\$11.70	\$11.66	\$11.11	\$14.62
Production Worker	\$11.08	\$13.37	\$14.77	\$15.06	\$13.48	\$12.75	\$12.70
Driver – Forklift	\$10.83	\$12.11	\$13.19	\$13.08	\$13.00	\$12.01	\$12.24
Driver – Truck/Light	\$16.35	\$12.00	\$13.99	\$13.04	\$12.32	\$9.66	\$13.87
General Laborer	\$8.88	\$10.61	\$11.68	\$10.25	\$9.81	\$9.47	\$10.10
Machinist	\$16.69	\$15.26	\$17.49	\$15.30	\$15.81	\$15.22	\$16.64
Machinery Maintenance/Repair	\$14.77	\$15.37	\$17.94	\$20.49	\$18.69	\$18.09	\$18.00
Mechanic – Automotive	\$12.49	\$15.05	\$16.38	\$16.04	\$15.32	\$13.97	\$16.29
Mechanic – Marine	\$16.30	\$12.71	\$12.84	\$14.65	\$14.13	\$12.28	\$12.66
Tool & Die Maker	*	\$19.79	\$22.38	\$21.00	\$20.40	\$19.90	\$17.21
Welders & Cutters	\$13.52	\$14.12	\$14.65	\$16.37	\$14.55	\$14.49	\$13.75
Warehouse Worker	\$11.40	\$10.61	\$11.68	\$10.25	\$10.18	\$10.37	\$10.14
Service		Service (Averages)					
Bank Teller	*	\$8.88	\$9.70	\$9.73	\$9.69	\$9.44	\$10.17
Cashier	\$8.01	\$7.28	\$7.55	\$7.59	\$7.81	\$7.16	\$7.75
Fast Food Worker	\$7.50	\$6.71	\$7.25	\$7.27	\$8.06	\$6.60	\$7.11
Cook	\$9.14	\$8.60	\$8.92	\$9.42	\$8.07	\$7.20	\$8.50
Janitors & Cleaners	\$10.02	\$8.89	\$9.18	\$9.44	\$9.52	\$7.99	\$9.37
Maids/Housekeepers	\$8.04	\$7.45	\$7.66	\$7.73	\$8.12	\$7.01	\$7.58
Nursing Aids	\$8.90	\$8.45	\$9.07	\$9.81	\$9.54	\$8.32	\$9.00
Waiters/Waitresses	\$3.81	\$7.21	\$7.51	\$6.97	\$7.36	\$6.49	\$6.47
Sales		Sales (Averages)					
Sales Representative/Non-Technical	\$19.62	\$21.73	\$23.00	\$24.78	\$23.19	\$20.64	\$22.41
Sales Person – Parts	*	\$12.30	\$13.54	\$13.04	\$12.47	\$11.33	\$13.40
Sales Person - Retail	\$8.04	\$9.74	\$9.91	\$10.25	\$10.06	\$9.96	\$10.44
Overall Average	\$11.66	\$15.19	\$16.42	\$16.60	\$16.35	\$14.93	\$15.72

* Two or less respondents - Not disclosed
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