

QUALITY OF LABOR PROGRAM



NORTHEAST MISSOURI ALLIANCE

Workforce Assessment



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Quality of Labor Program

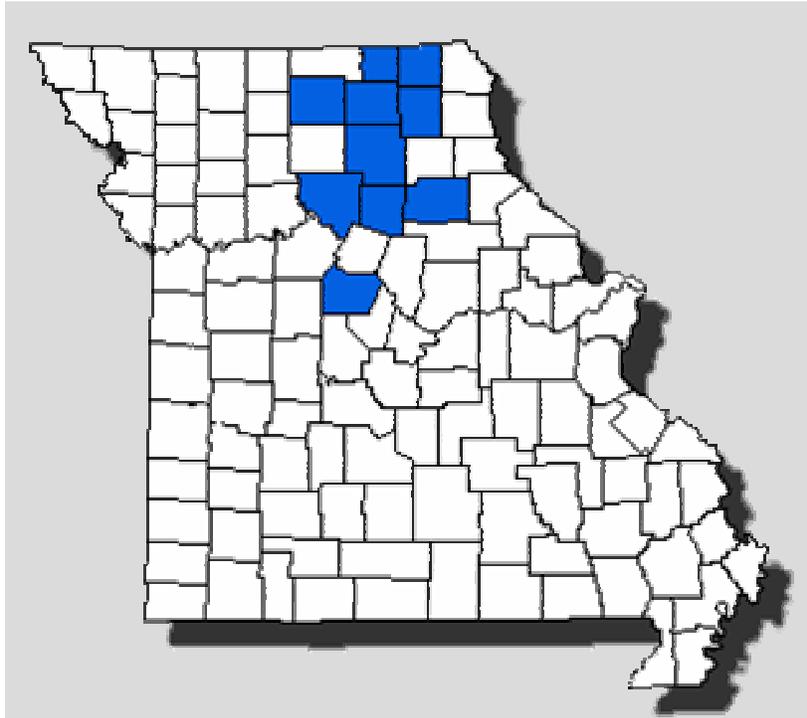
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EMPLOYMENT • SKILLS • PRACTICES • WAGES

NORTHEAST MISSOURI ALLIANCE

QUALITY OF LABOR PROGRAM



Funded By:

Northeast Missouri Alliance
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Ameren Corporation

May 2013

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I. EXECUTIVE SUMMARY

INTRODUCTION

The Northeast Missouri Alliance (NEMA) commissioned a Workforce Assessment to obtain a measure of the Quality of Labor in the ten-county labor market. The purpose of assessing the workforce is to provide employers with labor information necessary to make better-informed decisions for private investment that minimizes risks for hiring, retaining, and developing the workforce. Further, to support quality economic growth, this data provides local officials information to promote a better understanding on the competitive realities in today's workforce market, in developing strategies for improving the skills, quality and availability of its workforce, and to enable the region and its employers to better compete at all market levels.

PROGRAM AND ASSESSMENT METHODOLOGY

A total of 66 electronic questionnaires were e-mailed to business firms in the region. The response rate was 56.1 percent with 37 firms responding. Confidentiality is strictly enforced. Any question or answer with less than three responses was eliminated to minimize the chance of matching the response to a company. Due to the sample size, a normal statistical confidence level is reflected in the data results.

Results of the Workforce Assessment are expressed in a manner considered to be of greatest value to the interested stakeholders. Because larger employers influence the average more than smaller employers, some results are weighted. The term *percentage of total employment* identifies a weighted percentage. Other amounts are expressed as absolute totals either in terms of total employment or total number of respondents. The term *percentage of total respondents* means the figures are not weighted relative to each company's total employment level.

Respondents were asked to estimate or approximate the answer for the following items: *Commuting Distance, Absenteeism, Turnover, Age of Employee, and Employer Contribution* toward benefits. It is important to recognize that these numbers are or may be estimates and should be viewed accordingly.

QUALITY OF LABOR AND COMPENSATION FINDINGS

These results reflect the views and perspectives of employers in the ten-county NEMA area labor market only and represents the demand side of the workforce market. The **manufacturing sector** represents 62 percent of the respondents in this study and 56 percent of the total employment reported in the survey.

- Of the 12 quality characteristics, **Product Quality** scored the highest with a rating of 4.05 on a 5.0 scale and **Productivity** ranked second. The overall *workforce quality index* is 3.65 compared to the overall statistical average of 3.00. The *workforce quality index* is a single number that represents the results of all twelve quality characteristics that can be used to make quick comparisons between subgroups or even other locales.
- Of the 12 workforce skills characteristics, **Reading Comprehension** ranked highest with a 3.75 on a 5.0 scale. The overall *workforce skill index* is 3.39 compared to the overall *statistical average* of 3.00. The *workforce skill index* is a single number that represents the results of all twelve skill characteristics that can be used to make quick comparisons between subgroups or even other locales.
- Employers provide an estimated 25.6 percent of an employee's total compensation as a contribution for benefits. This compares to the first quarter of 2012 Bureau of Labor Statistics (BLS) that showed private industry contributions at 29.6 percent.
- The overall average hourly wage for the NEMA area labor market is \$17.99 and compares to the 2012 BLS national average wage of \$22.01 and Missouri average of \$19.79. The *NEMA labor market* hourly wage average is 18.3 percent below the national average and 9.1 below the State of Missouri.

II. COMPANY AND EMPLOYMENT PROFILE

RESPONSES

A total of 37 business firms completed the online Workforce Assessment. This represents a response rate of 56.1 percent of the 66 firms who were sent the survey.

EMPLOYER TYPE

The respondents included 62 percent **manufacturers** and 35 percent **service/other** (commercial, service, medical, retail, etc.). There was one government respondent in this survey.

EMPLOYMENT LEVEL

The 37 firms responding to the survey employ 5,645 persons with an average of 153 employees per firm. Of the 5,645 total, there are 4,091 full-time hourly employees, 554 part-time hourly employees, and 1,010 salaried employees.

WORKER DEMOGRAPHICS

The average length of employment per employee is 8.9 years. The average age of employees is 42.0 years. The range in average age is 30 to 55 years with no firms reporting an average age of 56 years or more. Employees average 13.4 years of education with 11 out of 37 or 30.0 percent of firms reporting averages above this level. The education attainment of those with bachelors degrees or higher for those employed by the responding firms is 26.8 percent and 39.5 percent an associate degree or higher.

ABSENTEEISM RATE

The average unscheduled absenteeism rate for the respondents over a 12-month period is 5.0 percent. The average absenteeism for **manufacturers** is 4.3 percent. Absenteeism is more difficult to measure in that no standard exists for reporting absenteeism. Differences in vacation, holiday, and sick leave policies affect whether an absence is scheduled, benefit-related, or unexcused.

TURNOVER RATE

The average turnover rate over a 12-month period is 9.2 percent. This compares to Compdata 2010 Annual Compensation Survey with 9.2 percent for voluntary turnover and 15.9 percent for total turnover. The assessment did not address the difference between total or voluntary turnover.

COMMUTING DISTANCE

An average of 49.8 percent of the employees live within 10 miles of their place of work and 39.1 percent commute from 10-30 miles to work. Of the remaining, 11.2 percent commute 31 or more miles to work.

WORKFORCE QUALITY CHARACTERISTICS

Twelve (quality characteristics were rated by employers on a scale of five (5)-excellent, to one (1)-poor. A rating of three is considered average. The shaded area represents the range of the responses from employers of five to one (excellent to poor) and represents the views about the quality of the current workforce. The un-shaded portion of the chart means that none of the responding employers rated those characteristics as poor, fair or average.

	Excellent 5	Good 4	Average 3	Fair 2	Poor 1
Product Quality		4.05			
Productivity		4.03			
Safety			3.97		
Reliability			3.84		
Trainability			3.84		
Honesty			3.84		
Team Compatibility			3.73		
Work Ethic			3.73		
Attitude			3.54		
Initial Skills			3.14		
Educational Achievement			3.08		
Availability of Job Applicants			3.05		

Product Quality received the highest rating of 4.05. **Availability of Job Applicants** ranked the lowest with a score of 3.05. All twelve quality characteristics received ratings above 3.0, the statistical average.

All of the 12 quality characteristics received at least one excellent (5) rating while four received a poor (1) rating. **Safety, Productivity, Product Quality, and Reliability** all received at least nine excellent ratings.

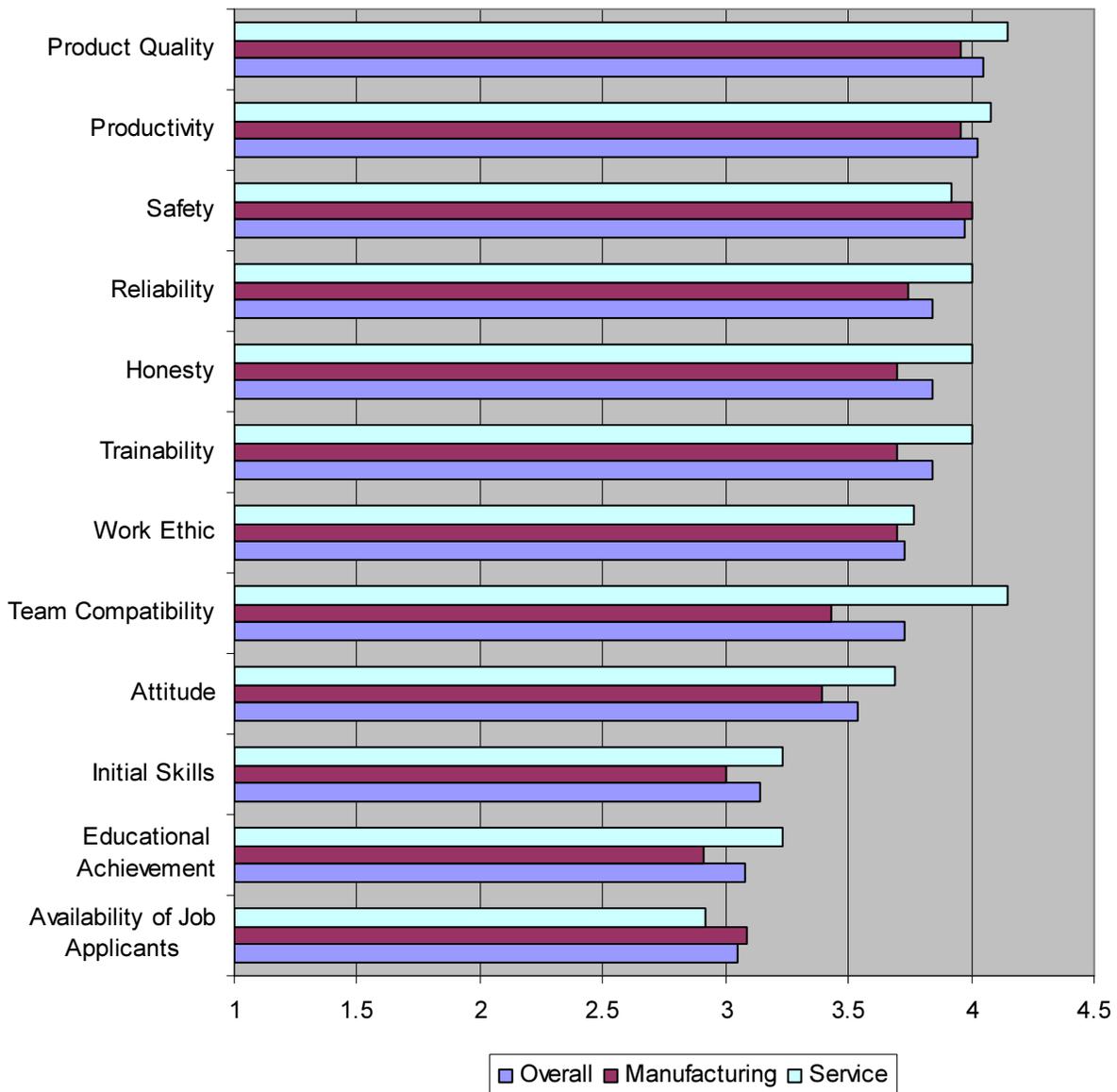
The overall *workforce quality index* is 3.65 compared to the overall *statistical average* of 3.00. The *workforce quality index* is a way to make comparisons of characteristics with a common starting point and weights for each of the classifications. The index provides a single number or measure for all twelve characteristics which can be used for comparison purposes.

WORKFORCE QUALITY COMPARISONS

The chart, *Overall Quality Characteristic Averages by Industry*, provides a visual comparison of how different industries perceived a characteristic. The chart also includes the average of all industries for each characteristic. **Services** rated **Product Quality** the highest and **Availability of Job Applicants** the lowest. The **manufacturers** rated **Safety** the highest and **Educational Achievement** the lowest.

The *workforce quality index* can also be generated for sub-sets of the study. Here, the index for each industry is calculated. While the *overall workforce quality index* is 3.65, the *manufacturing workforce quality index* is rated at 3.54 and the *services/other workforce quality index* at 3.76. (See Appendix A-Glossary of Terms A-1 for a more detailed explanation on indexes.) (Government is not show because only one employer in the sector responded.)

OVERALL QUALITY CHARACTERISTIC AVERAGES BY INDUSTRY



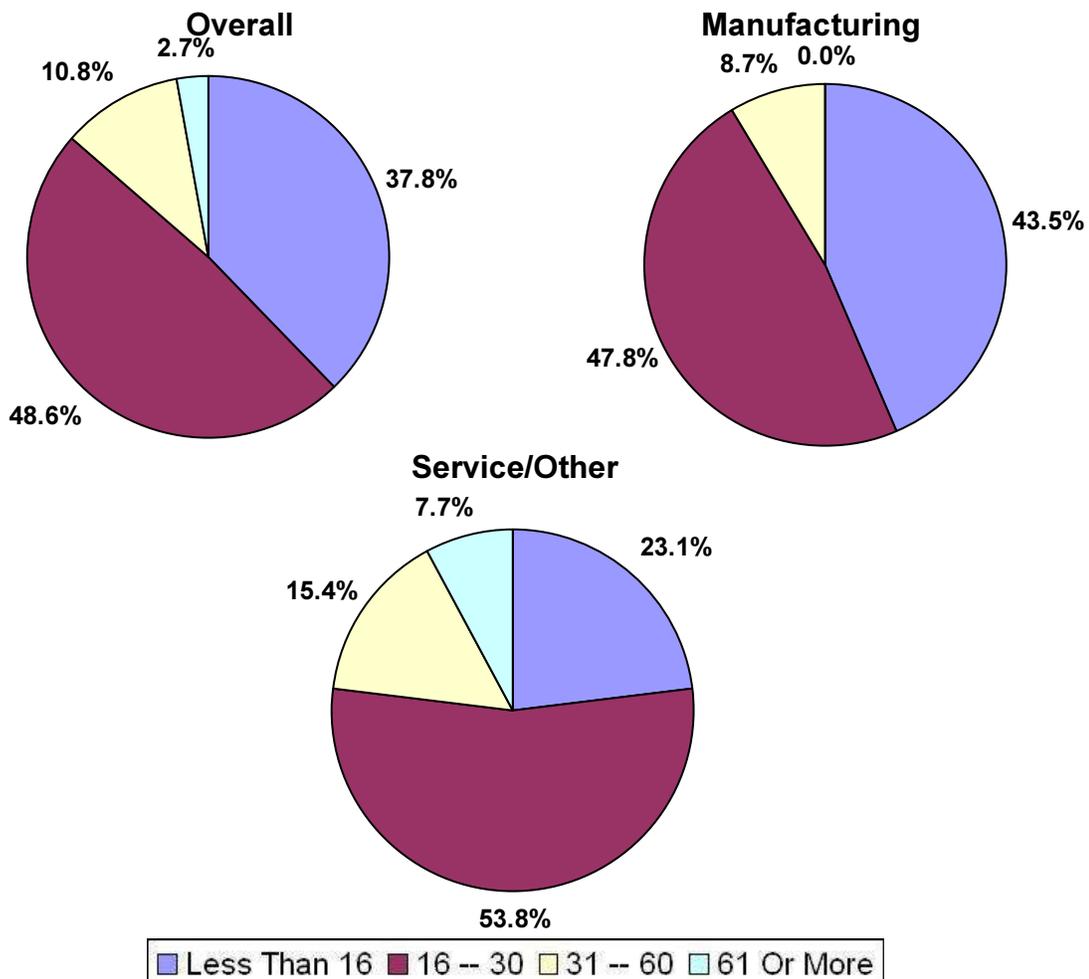
III. EMPLOYER PRACTICES

APPLICATIONS TO FILL POSITIONS:

This section relates to employer's practices and experience as it applies to the availability of job applicants. The greater the number of qualified applicants to fill positions, the greater the perceived opportunity in filling those open positions. Employers perceptions about hiring people is not only about the number of people looking for work but the number of applicants meeting the soft and hard skills for those open positions.

Overall, approximately 62 percent of the firms indicated that they would need to review 16 or more qualified applicants to fill five available positions. More employers in the **service sector** required 16 or more qualified applicants to fill five available positions than in the **manufacturing sector**.

Applications (reviewed to fill 5 positions)	Overall	Manufacturing	Service/Other
Less than 16	37.8%	43.5%	23.1%
16 -- 30	48.6%	47.8%	53.8%
31 -- 60	10.8%	8.7%	15.4%
61 Or More	2.7%	0.0%	7.7%
Total	100.0%	100.0%	100.0%



FORMAL TRAINING PROGRAMS

Eighty-six percent of the firms responding to the survey have a formal training program. Sixty-eight percent of the firms provide training with both internal and external providers.

USE OF EMPLOYMENT AGENCIES

Seventy-three percent of the employers use public or private employment agencies to hire employees. Of those who utilize public or private employment agencies, twenty-nine percent use public employment agencies and 71 percent use private companies.

DIVERSITY PLAN

Forty-one percent of the employers have a written diversity plan.

USE OF WORK TEAMS

Forty-one percent of all employers utilize self-directed work teams. Forty-four percent of all **manufacturers** utilize self-directed work teams.

WORKFORCE SKILL CHARACTERISTICS

Twelve (12) skill characteristics were rated by responding employers on a scale of five (5)-excellent, to one (1)-poor. A rating of three (3) is considered average. The shaded area represents the range of the responses from employers of five to one (excellent to poor) and represents the views about the skills of the current workforce. The un-shaded portion of the chart means that none of the employers responding to this survey rated those characteristics as poor or fair.

Reading Comprehension is rated highest at 3.76. **Science** ranked lowest with 2.86. Two of the skill characteristics rated below the statistical average of 3.00. Generally, employers evaluated all skill characteristics of the local workforce as above average.

All 12 skill characteristics received at least one excellent (5) rating while seven received at least one evaluation of poor (1). **Reading Comprehension, Service Orientation, and Troubleshooting** received seven or more excellent (5) ratings.

The overall *workforce skill index* is 3.39 compared to overall *statistical average* of 3.00. The *workforce skill index* is a way to make comparisons of characteristics with a common starting point and weights for each of the classifications. The index provides a single number or measure for all twelve characteristics which can be for comparison purposes.

WORKFORCE SKILL CHARACTERISTICS

	Excellent 5	Good 4	Average 3	Fair 2	Poor 1
Reading Comprehension			3.78		
Understanding written sentences and paragraphs in work related documents.					
Service Orientation			3.62		
Actively looking for ways to help people.					
Troubleshooting			3.57		
Determining causes of operating errors and deciding what to do about it.					
Management of Material Resources			3.54		
Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.					
Active Learning			3.51		
Understanding the implications of new information for both current and future problem-solving and decision-making.					
Judgment and Decision Making			3.51		
Considering the relative costs and benefits of potential actions to choose the most appropriate one.					
Operation Monitoring			3.49		
Watching machinery to make sure a machine is working properly.					
Active Listening			3.41		
Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.					
System Evaluation			3.35		
Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.					
Social Perceptiveness			3.05		
Being aware of others' reactions and understanding why they react as they do.					
Mathematics				2.97	
Using mathematical logic to solve problems.					
Science				2.86	
Using scientific rules and methods to solve problems.					

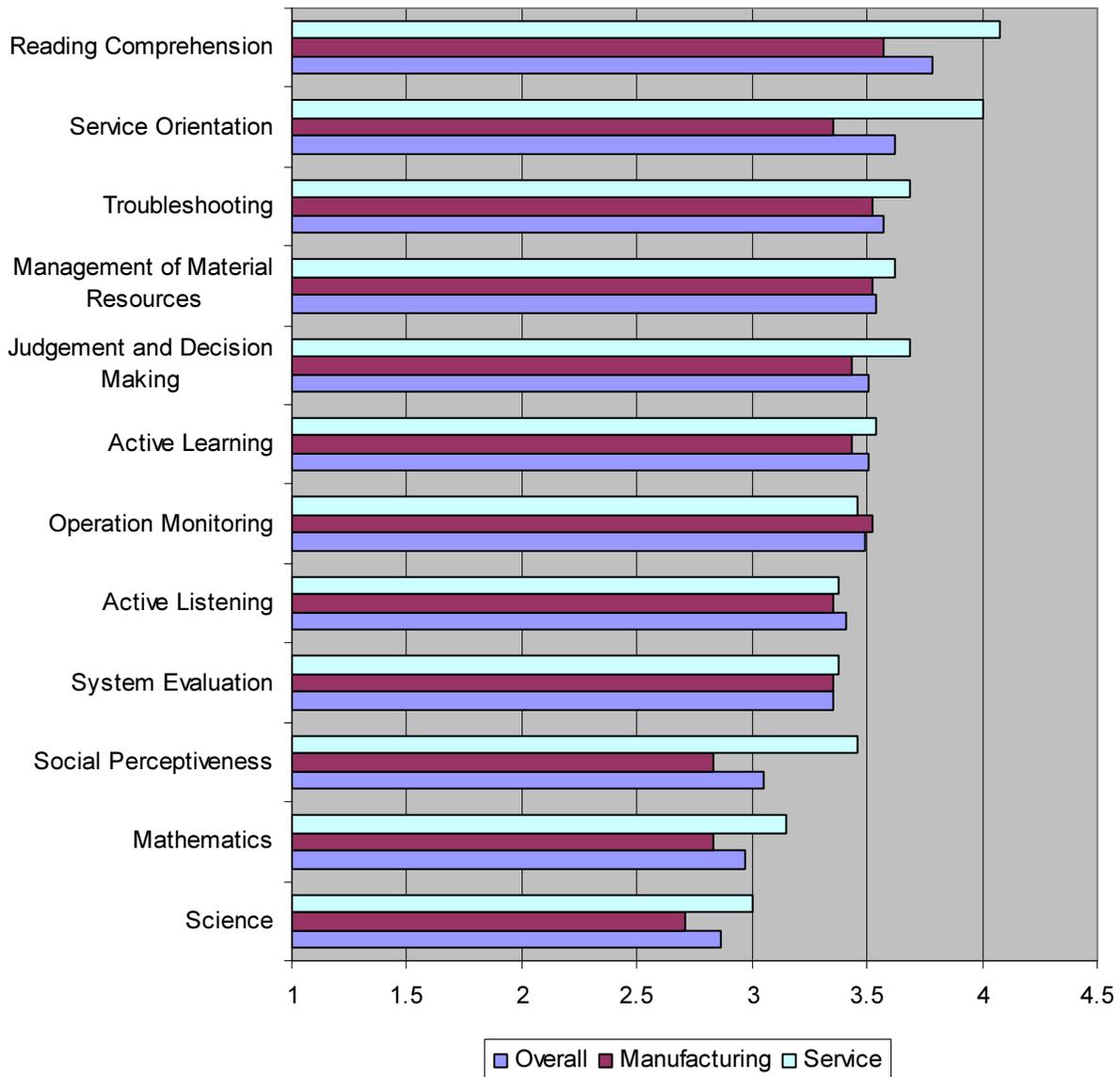
Source: Skills and Definitions, WorkKeys® Program

WORKFORCE SKILL COMPARISONS

The chart, *Overall Averages by Industry*, provides a visual comparison of how industries perceived a characteristic. The chart also compares the average of all industries for each characteristic. The **service sector** rated **Reading Comprehension** the most favorable and **Science** the lowest. The **manufacturing sector** rated **Reading Comprehension** the highest and **Science** the lowest. The **service/other sector** rated all skill characteristics more favorably than the **manufacturing sector** with the exception of Operation Monitoring.

Using the *workforce skill index* for each industry sector, **manufacturing** rated the workforce skills at 3.54 and **service/other** at 3.38. These indexes show that the **manufacturing sector** has a higher regard for the skills of their workforce. (See Appendix A-Glossary of Terms A-1 for a more detailed explanation on indexes.) (Government is not shown because only one employer in the sector responded.)

OVERALL SKILLS CHARACTERISTIC AVERAGES BY INDUSTRY



IV. WORKFORCE COMPENSATION

BENEFITS

The *Benefits* section is another large component of workforce costs and varies both by the employer type and size of the company. Generally, the larger employer groups and the **government/public sector** provide better overall benefit plans for their employees. The range in benefit costs to total compensation varies from no benefits or only those paid as part of the employer's mandated government costs. The mandated costs consist of Medicare, Social Security, etc. All benefits combined can, in some instances, total over 40 percent of total compensation.

A variety of benefit programs are made available to employees. Ninety-five (95) percent of the firms responding contribute or provide health insurance for their employees with thirteen (23), or 62 percent, of the firms contributing 75 percent or more coverage. Over 35 percent of the employers contribute 50 percent or more to dental insurance programs and 41 percent contribute to vision care programs.

Dependent coverage for health insurance is offered with contributions by 68 percent of the firms responding to the survey. Forty-one percent of the firms contribute to dependent vision insurance coverage and thirty-two percent contribute to group life insurance coverage for dependents.

EMPLOYER CONTRIBUTIONS - EMPLOYEES

EMPLOYER CONTRIBUTIONS BY BENEFIT CATEGORY EMPLOYEES						
Plan	N/A*	100%	75-99%	50-74%	1-49%	None**
Group Life Insurance	2	21	7	4	0	3
Health Insurance	2	5	18	12	0	0
Dental Insurance	5	4	9	5	3	11
Vision Care	11	3	6	5	1	11

*N/A means the company does not provide the program.

**None means the company offers the program but does not participate financially.

EMPLOYER CONTRIBUTIONS - DEPENDENTS

EMPLOYER CONTRIBUTIONS BY BENEFIT CATEGORY DEPENDENTS						
Plan	N/A*	100%	75-99%	50-74%	1-49%	None**
Group Life Insurance	5	5	3	4	2	18
Health Insurance	2	2	7	15	4	7
Dental Insurance	6	2	8	4	4	13
Vision Care	11	2	5	4	1	14

*N/A means the company does not provide the program.

**None means the company offers the program but does not participate financially.

Retirement Plans

Nineteen percent of the employers offer both a pension plan (defined benefit) and a 401(k) plan or similar public sector (defined contribution) plans and 76 percent offer only a 401(k) plan. Of those offering the 401(k) plan, seventy-eight percent contributed a company match. Five percent offered no retirement benefits.

Paid Holidays

Employees are provided an average of 8.6 paid holidays per year by responding employers.

Tuition Reimbursement

Thirty-eight percent report offering company-sponsored tuition programs for their employees with 1.6 percent of employees participating in the programs.

Benefit Compensation Costs

Employers overall provide an estimated 25.6 percent as a contribution for benefits of total compensation. This compares to the 30.7 percent for all sectors nationally and 29.6 percent for the private sector only (National Compensation Survey, June 2011).

Shift Operations—Pay Differentials

Sixty-seven percent of the employers operate more than one shift representing 78 percent of all the employees. The average hours worked per shift is 8.2 hours. The number of work days per week is 5.4. For the second shift, the average hourly shift differential is 51 cents per hour. For the third shift the average hourly shift differential is 47 cents per hour.

WAGES AND SALARIES

While workforce cost is an important element when evaluating an existing labor market, it is not the only factor. Workforce quality, skills, and availability covered in other sections of this study are also key factors. A highly competitive labor cost structure is critical in both the domestic and global marketplaces. The labor factor is easier to evaluate when all components (quality, availability, and cost) are part of the assessment process.

All wages and salaries are weighted by number of employees. In some cases there are wide ranges from the minimum starting to the maximum starting values. Employer types by industry and employment level (number of employees) impact the values reported by the respondents. A different mix of reporting respondents could well change the results.

In the job classifications section of the survey, three pieces of data are collected: Starting Annual Salary, Average Annual Salary, and Number of Employees. Only the Starting Annual Salary is used to determine the Annual Salary Starting Range and the Annual Wage Starting Range. If 50 employers provided a Starting Annual Salary or Wage for a job classification, out of the 50 responses the lowest salary or wage is used as the Low Starting Salary and the highest salary is used as the High Starting Salary for that job classification. The Average Starting Salary is the average of all 50 employers.

SALARY COMPENSATION SUMMARY

Job Classification*	Low Starting Salary	Average Starting Salary	High Starting Salary	Overall Average Salary	Number of Employees
Marketing & Sales Managers	\$35,000	\$61,176	\$81,699	\$97,019	29
H.R. Managers	\$25,000	\$50,681	\$82,584	\$64,143	27
General & Operations Managers	\$35,000	\$69,638	\$125,000	\$84,728	66
Transportation Managers	\$17,600	\$47,573	\$72,528	\$58,927	10
Buyers & Purchase Agents	\$18,720	\$34,930	\$55,300	\$43,773	31
Accountants & Auditors	\$26,400	\$36,554	\$59,921	\$50,224	22
Computer Programmers	\$40,650	\$42,819	\$45,100	\$47,250	8
Financial/Controller Managers	\$28,000	\$55,197	\$94,116	\$64,409	27
Database Administrators	\$19,200	\$28,083	\$42,500	\$42,117	6
Network Systems Admins	\$25,000	\$39,247	\$60,000	\$48,952	13
Electrical Engineers	\$49,300	\$51,338	\$52,513	\$57,186	6
Industrial Engineers	\$25,000	\$45,002	\$90,000	\$68,800	10
Mechanical Engineers	\$45,600	\$60,273	\$75,528	\$69,405	16
Engineering Technicians	\$25,000	\$34,866	\$53,599	\$46,750	21
Chemists & Material Scientists	\$31,500	\$46,118	\$60,736	\$49,059	6
Administrative/Office Manager	\$23,000	\$35,290	\$50,000	\$43,810	20
Medical & Health Services Managers	\$46,100	\$60,966	\$128,000	\$77,627	59

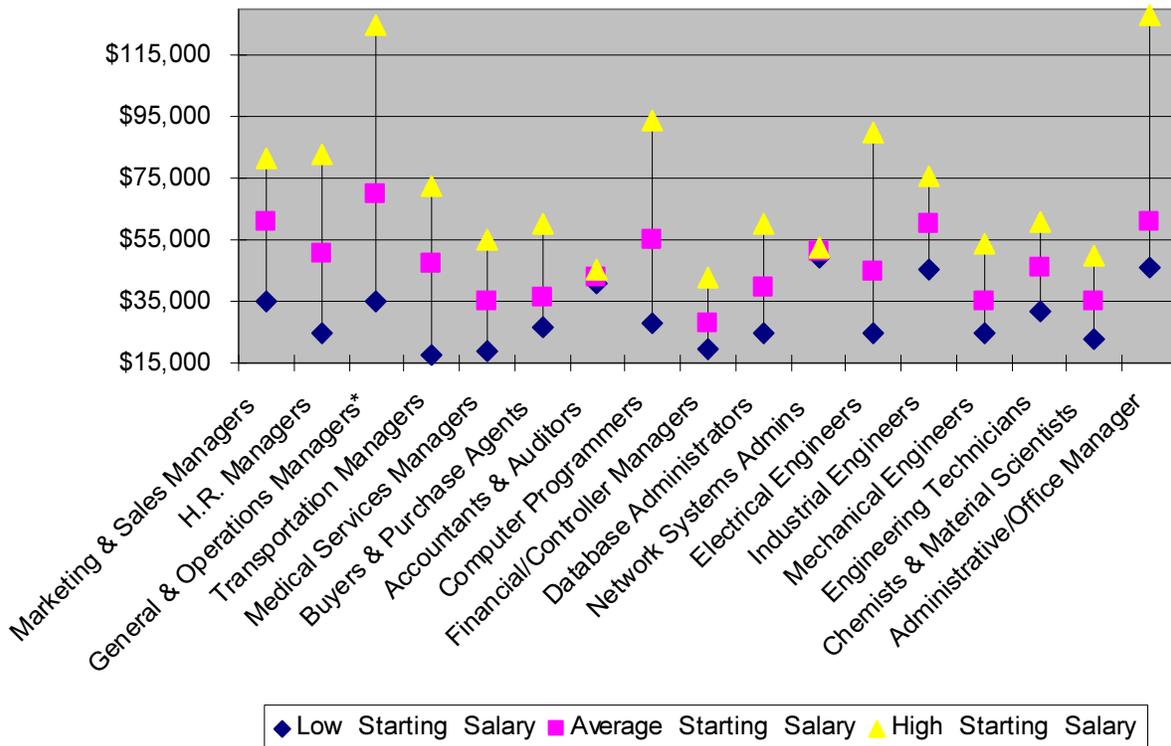
* See glossary for more information

Starting Salary and Wage Ranges

This section reflects the starting high and low salary or wage as reported by the respondents. In some instances there are wide ranges in the reported values where the top salary or wage is over two times the lowest value. All salaries and wages have been weighted by employment level. By weighting the average, it is easier to see where the truer market rate for that job classification rests.

Another indicator of the wide ranges is the importance the employers place on those professional, managerial, and technical positions and the availability of those positions in their operating market area. Some of the positions with wide range differences are: Marketing and Sales Managers, H.R. Managers, General & Operating Managers, Computer Programmers, Financial/Controller Managers, Electrical Engineers, Administrative Office Managers, Sales Representatives, First Line Supervisors, Machinists, Tool and Die Workers, Pharmacist, and Occupational Therapist Assistant. While the starting level preference reported by the respondents are important, the more important salary and wage information are those currently being paid and reflected in the overall weighted averages.

ANNUAL SALARY STARTING RANGE



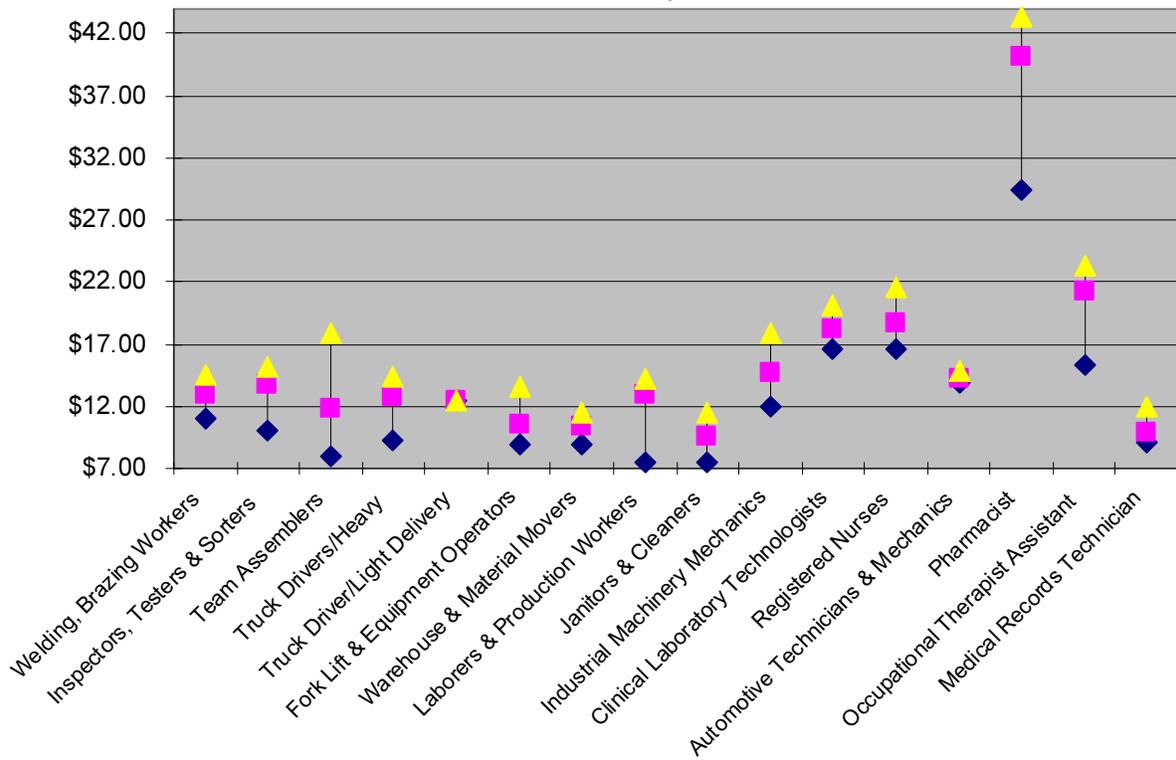
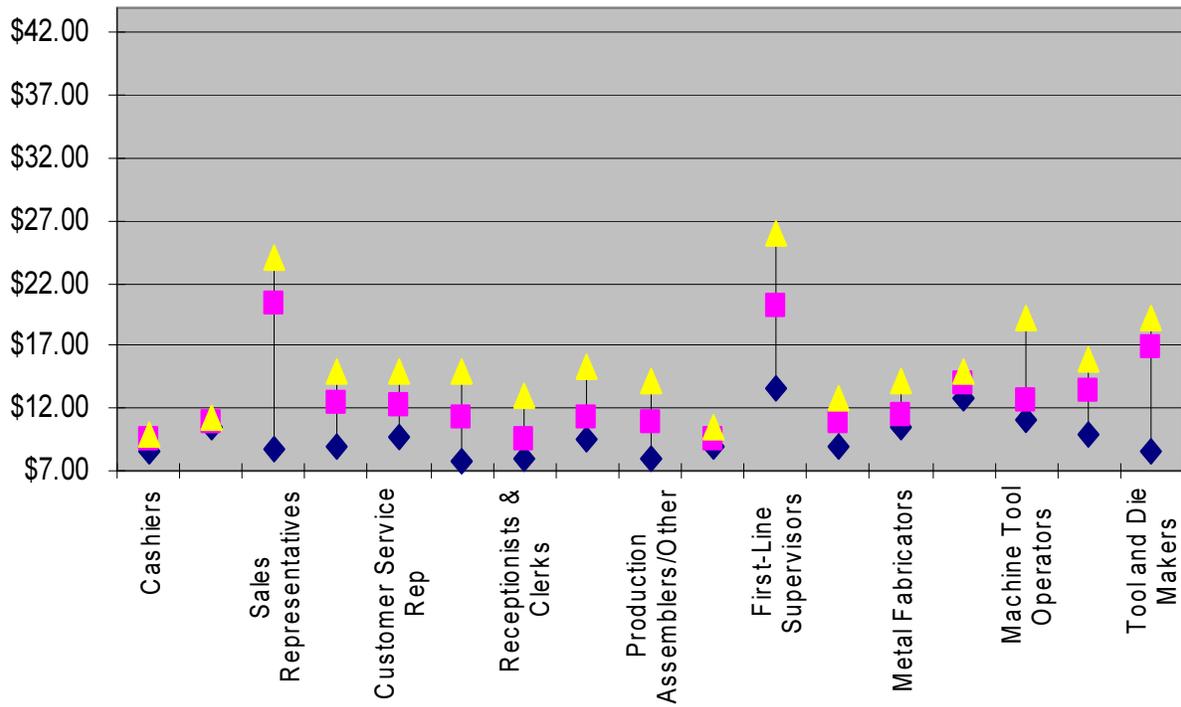
*General and Operations Manager (see page 11 on Salary Compensation Summary). The chart is a reflection of the data presented and due to the range from low starting to high starting is not adequately shown on the chart.

WAGE COMPENSATION SUMMARY

Job Classification	Low Starting Wage	Average Starting Wage	High Starting Wage	Overall Average Wage	Number of Employees*
Cashiers	\$8.63	\$9.47	\$10.00	\$11.62	13
Retail Sales Person	\$10.50	\$10.85	\$11.20	\$12.15	4
Sales Representatives	\$8.65	\$20.28	\$24.00	\$32.24	80
Bookkeeping, Accounting & Audit Clerks	\$9.00	\$12.37	\$15.00	\$15.04	28
Customer Service Rep	\$9.75	\$12.15	\$15.00	\$14.69	38
Office File Clerks	\$7.70	\$11.18	\$15.00	\$14.54	33
Receptionists & Clerks	\$8.00	\$9.47	\$13.00	\$11.09	33
Secretaries & Admin Assistants	\$9.45	\$11.34	\$15.25	\$14.14	37
Production Assemblers/Other Workers	\$8.00	\$10.88	\$14.20	\$13.32	483
Data Entry & Processing	\$9.00	\$9.50	\$10.50	\$10.17	14
First-Line Supervisors	\$13.50	\$20.25	\$25.94	\$23.60	101
Electronics Assemblers	\$9.00	\$10.95	\$12.90	\$13.15	8
Metal Fabricators	\$10.50	\$11.51	\$14.25	\$14.23	60
Computerized Machine Operators	\$12.80	\$13.91	\$14.95	\$15.48	4
Machine Tool Operators	\$11.00	\$12.71	\$19.20	\$15.15	87
Machinists	\$10.00	\$13.45	\$16.00	\$17.26	38
Tool and Die Makers	\$8.50	\$16.96	\$19.23	\$21.32	20
Welding, Brazing Workers	\$11.00	\$12.90	\$14.60	\$15.63	93
Inspectors, Testers & Sorters	\$10.00	\$13.69	\$15.10	\$16.14	79
Team Assemblers	\$8.00	\$11.81	\$17.87	\$12.95	44
Truck Drivers/Heavy	\$9.25	\$12.76	\$14.30	\$14.74	24
Truck Driver/Light Delivery	\$12.50	\$12.50	\$12.50	\$13.20	4
Fork Lift & Equipment Operators	\$9.00	\$10.58	\$13.49	\$13.10	165
Warehouse & Material Movers	\$8.90	\$10.42	\$11.54	\$12.36	67
Laborers & Production Workers	\$7.45	\$13.00	\$14.15	\$14.05	1,148
Janitors & Cleaners	\$7.50	\$9.57	\$11.50	\$11.59	47
Industrial Machinery Mechanics	\$12.00	\$14.76	\$17.83	\$18.47	97
Clinical Laboratory Technologists	\$16.68	\$18.27	\$20.13	\$22.88	38
Registered Nurses	\$16.68	\$18.67	\$21.63	\$26.69	303
Automotive Technicians & Mechanics	\$13.95	\$14.25	\$14.85	\$14.93	6
Pharmacist	\$29.49	\$40.10	\$43.32	\$51.56	14
Occupational Therapist Assistant	\$15.40	\$21.33	\$23.35	\$28.25	9
Medical Records Technician	\$9.10	\$9.88	\$12.00	\$11.12	9

*the total number of employees from the salary and wage Job Classifications will not equal the reported employment on page 2. The 47 Job Classifications in this report are only a small sample of the 300 plus listed in BLS.

HOURLY WAGE STARTING RANGE



Wage Rate Comparisons to State and National Averages

As part of the evaluation process it is important to compare the area's average salaries and wages with state and national averages. The information in the salary and wage section covers 50 job classifications similar to the Bureau of Labor Statistics (BLS) and in the following key categories: Management, Business & Financial Operations, Computer & Mathematical, Architecture & Engineering, Sales & Related Occupations, Office & Administrative Support, Production Occupations, Transportation & Material Moving, Healthcare & Support, and Miscellaneous. The job classifications listed in these categories are a selected sample most representative of the Area Labor Market (ALM) workforce.

The current market salary and wage rates for Northeast Missouri labor market compare favorably and in most job classifications are competitive with other state and national labor markets. While this survey data relates information for December 2012, the state and national data from the BLS has a 2012 time line for comparison. Since wage rates change from year to year the actual rates for the national markets may be slightly lower or mostly higher.

ANNUAL AVERAGE SALARY BY JOB POSITION

Job Classification*	Survey Average	Missouri State**	National USA**
Management			
Marketing & Sales Managers	\$97,019	\$113,700	\$123,260
Human Resources Managers	\$64,143	\$98,180	\$109,590
General & Operations Managers	\$84,728	\$87,750	\$114,850
Transportation Managers	\$58,927	\$78,700	\$88,920
Financial/Controller Manager	\$64,409	\$112,790	\$123,260
Administrative/Office Managers	\$43,810	\$71,150	\$88,660
Medical and Health Services Managers	\$77,627	\$88,500	\$98,460
Business & Financial Operations			
Buyers & Purchasing Agents	\$43,773	\$58,460	\$62,310
Accountants & Auditors	\$50,224	\$62,910	\$71,040
Computer & Mathematical			
Computer Programmers	\$47,250	\$70,720	\$78,260
Database Administrators	\$42,117	\$76,350	\$79,120
Network Systems Administrators	\$48,952	\$69,980	\$76,320
Architecture & Engineering			
Electrical/Electronic Engineers	\$57,186	\$85,810	\$91,810
Industrial Engineers	\$68,800	\$77,540	\$82,100
Mechanical Engineers	\$69,405	\$78,360	\$84,770
Engineering Technicians	\$46,750	\$54,470	\$60,830
Chemists and Material Scientists	\$49,059	\$69,750	\$83,465

*See Appendix B - Glossary Of Terms B-1 for a full description

**Bureau of Labor Statistics (BLS) 5/2011 Data researched March 2012 (Right 2 columns)

Wage Rate Comparisons to State and National Averages

HOURLY AVERAGE WAGE BY JOB POSITION

Job Classification*	Survey Average	Missouri State**	National USA**
Sales and Related Occupations			
Cashiers	\$11.62	\$9.36	\$9.79
Retail Sales Person	\$12.15	\$12.34	\$12.17
Sales Representatives Commercial	\$32.24	\$28.57	\$30.91
Office & Administrative Support			
Bookkeeping & Accounting & Auditing Clerks	\$15.04	\$16.37	\$17.62
Customer Service Representatives	\$14.69	\$15.10	\$15.92
Office/File Clerks	\$14.54	\$14.14	\$14.07
Receptionists & Information Clerks	\$11.09	\$12.32	\$13.00
Secretaries & Administrative Assistants	\$14.14	\$18.71	\$20.34
Data Entry Operators	\$10.17	\$13.35	\$14.05
Production Occupations			
Line Supervisors/Foreman	\$23.60	\$24.96	\$27.61
Electronics Assemblers	\$13.15	\$14.13	\$14.89
Metal Fabricators and Fitters	\$14.23	\$17.98	\$17.91
Team Assemblers	\$12.95	\$14.37	\$14.38
Production Assembly	\$13.32	\$15.89	\$16.59
Computer Equipment Operators	\$15.48	\$15.84	\$17.70
Machine Tool Operators	\$15.15	\$14.74	\$14.95
Machinists	\$17.26	\$19.38	\$19.65
Tool & Die Makers	\$21.32	\$24.64	\$23.31
Welding & Brazing Workers	\$15.63	\$17.12	\$18.32
Inspectors, Testers & Sorters	\$16.14	\$17.93	\$17.90
Laborer and Production Helpers	\$14.05	\$12.02	\$11.84
Transportation and Material Moving			
Truck Drivers/Heavy	\$14.74	\$18.84	\$19.40
Truck Drivers/Light Delivery	\$13.20	\$15.55	\$16.32
Fork Lift and Equipment Operators	\$13.10	\$14.69	\$15.43
Warehouse Laborers & Material Movers	\$12.36	\$12.34	\$12.70
Healthcare and Support			
Occupational Therapist Assistant	\$28.25	\$26.18	\$25.52
Pharmacist	\$51.56	\$55.93	\$55.21
Medical Records Technician	\$11.12	\$17.11	\$17.68
Clinical Laboratory Technologists	\$22.88	\$26.60	\$28.19
Registered Nurses	\$26.69	\$27.40	\$32.66
Miscellaneous			
Janitors and Cleaners	\$11.59	\$11.59	\$11.95
Industrial Machinery Mechanics	\$18.47	\$22.22	\$23.41
Automotive Technicians & Mechanics	\$14.93	\$18.41	\$18.78
Overall Averages (All Salary and Wage)	\$17.99	\$19.79	\$22.01

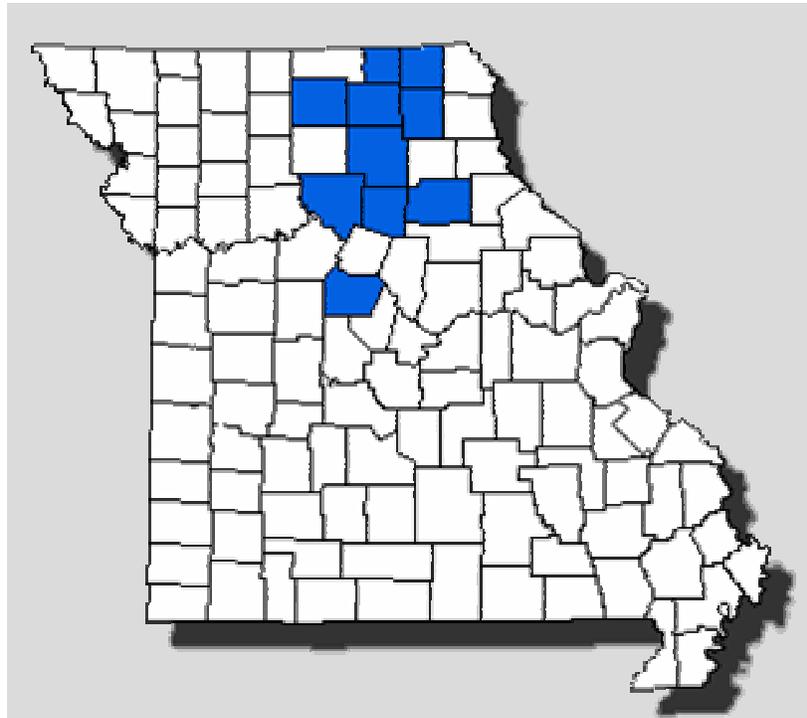
*See Appendix B - Glossary Of Terms B-2 for a full description

**Bureau of Labor Statistics (BLS) 5/2011 Data researched March 2012 (Right 2 columns)

V. IN CLOSING

NORTHEAST MISSOURI ALLIANCE

QUALITY OF LABOR PROGRAM



**“If you are interested in further research by industry sector, employment level, or additional county information, please contact Ameren Economic Development.”
1-800-981-9409**

May 2013

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Appendices

APPENDIX A - GLOSSARY OF TERMS

Defined Benefit Plan: A defined benefit plan refers to a traditional or fixed pension. It is a plan under which an employee receives a set monthly amount upon retirement, guaranteed for their life or the joint lives of the member and their spouse. This benefit may also include a cost of living increase each year during retirement. The monthly benefit amount is based upon the participant's wages and length of service.

Defined Contribution Plan: A defined contribution plan refers to a retirement savings program under which an employer promises certain contributions to a participant's account during employment, but with no guaranteed retirement benefit. The ultimate benefit is based exclusively upon the contributions and investment earnings of the plan. The benefit ceases when the account balance is depleted regardless of the retiree's age or circumstances. Examples include 457, 401(k), and 403(b) plans.

Employer Compensation Costs: Employer costs for employee compensation measures all costs for wages, salaries, and employee benefits for non-farm private and state and local government workers. Costs include legally required benefits, including Social Security, Medicare, unemployment insurance, and workers compensation insurance. Other benefit costs are those based on employer compensation policies or union contracts. Benefits such as life, health, and disability insurance benefits; paid leave benefits (vacation, holidays, sick leave and personal leave); and retirement and savings are all considered part of the compensation costs.

Non-weighted Averages: Non-weighted averages refer to percentage of total survey respondents. This means large employers with hundreds of employees would be weighted the same as small employers with only a few employees.

Weighted Averages: Weighted averages refer to percentage of total employment. Weighted average corrects the distortion which would occur in a simple average if one or more companies have many more employees at a given wage than another group of employers at a different wage. If group A has ten employees in a position at an average wage of \$15 per hour and another company has one employee in the same position at \$25 per hour, the simple average wage would be \$20 per hour, but the weighted average wage would be \$15.91 per hour.

Workforce Quality Index: The *workforce quality index* is a relatively simple way to make comparisons for characteristics with a common starting point and weights for each of the quality classifications. The index provides a single number or measure for all twelve characteristics as rated by respondents in the project study. This indexing methodology can also be used to measure how the respondents from the **manufacturing sector** compare with the respondents from the **service/other sector** or the **government/education sector** and with all the respondents from all industries in the project group.

Workforce Skill Index: The *workforce skill index* is a relatively simple way to make comparisons for characteristics with a common starting point and weights for each of the skill classifications. The index provides a single number or measure for all twelve characteristics as rated by respondents in the project study. This indexing methodology can also be used to measure how the respondents from the **manufacturing sector** compare with the respondents from the **service/other sector** or the **government/education sector** and with all the respondents from all industries in the project group.

APPENDIX B - JOB CLASSIFICATIONS

Salary Titles	Job Classification	SOC
General & Operations Managers	General & Operations Managers	11-1021
Marketing & Sales Managers	Marketing & Sales Managers	11-2021
Administrative/Office Managers	Administrative/Office Managers	11-3011
H.R. Managers	Human Resources Managers	11-3121
Transportation Managers	Transportation, Storage, and Dist. Manager	11-3071
Education Administrators	Elementary & Secondary Schools	11-9032
Medical Services Managers	Medical & Health Services Managers	11-9111
Buyers & Purchasing Agents	Buyers & Purchasing Agents	13-1023
Accountants & Auditors	Accountants & Auditors	13-2011
Computer Programmers	Computer Programmers	15-1131
Financial/Controller Managers	Computer Support Specialists	15-3031
Database Administrators	Database Administrators	15-1061
Network Systems Administrators	Network & Computer Systems Administrators	15-1142
Electrical/Electronic Engineers	Electrical & Electronic Engineers	17-2070
Industrial Engineers	Industrial Engineers	17-2112
Mechanical Engineers	Mechanical Engineers	17-2141
Engineering Technicians	Engineering Technicians, except Drafters	17-3029
Chemists & Materials Scientists	Chemists & Materials Scientists	19-2030
Teachers K-12	Elementary & Secondary Teachers	25-2031

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Wage Titles	Job Classification	SOC
Registered Nurse	Registered Nurse	29-1141
Clinical Laboratory Technologists	Clinical Laboratory Technologists & Technicians	29-2011
Licensed Practical Nurses	Requires Licensing For Healthcare	29-2061
Nursing Aides/Orderlies	Basic Patient Care	31-1012
Cooks, Restaurant	Prepares and cooks meals and other foodstuffs.	35-2014
Food Preparation Workers	Combines food preparation and food service.	35-3021
Waiters and Waitresses	Serves patrons at tables in dining establishments.	35-3031
Janitors & Cleaners	Building Cleaning Workers	37-2011
Cashiers	Cashiers	41-2011
Retail Salesperson	Retail Salesperson	41-2031
Sales Representatives	Sales Representatives, Wholesale & Manufacturing	41-4012
Telephone Operators	Telephone Operators	43-2021
Bookkeeping, Accounting, and Auditing Clerks	Bookkeeping, Accounting, and Auditing Clerks	43-3031
Customer Service Representative	Customer Service Representatives	43-4051
File Clerks	File Clerks	43-9061
Receptionists & Clerks	Receptionists & Information Clerks	43-4171
Secretaries & Admin Assistants	Secretaries & Administrative Assistants	43-5011
Computer Operators	Computer Operators	43-9011
Data Entry Operators	Data Entry & Information Processing Workers	43-9021
Construction Laborers	Tasks Involving Physical Labor	47-2061
Automotive Technicians & Mechanics	Automotive Technicians & Repairs	49-3023
Industrial Machinery Mechanics	Industrial Machinery Mechanics	49-9041
Line Supervisor/Foreman	First-Line Supervisor/Managers of Production Workers	51-1011
Electronics Assemblers	Electrical, Electronics & Equipment Assemblers	51-2022
Metal Fabricators & Fitters	Structural Metal Fabricators & Fitters	51-2041
Team Assemblers	Team Assemblers	51-2092
Computerized Equipment Operators	Computer Control Programmers & Operators	51-4010
Machine Tool Operators	Machine Tool Cutting Setters, Operators, (M&P)	51-4031
Machinists	Machinists	51-4041
Tool & Die Makers	Tool and Die Makers	51-4111
Welding, Brazing Workers	Welding, Soldering & Brazing Workers	51-4121
Inspectors, Testers & Sorters	Inspectors, Testers, Sorters, Samplers & Weighers	51-9061
Laborer and Production Worker	Help production workers by performing less skilled jobs	51-9198
Truck Drivers/Heavy	Truck Drivers, Heavy & Tractor-Trailer	53-3032
Truck Drivers/Light Delivery	Truck Drivers, Light or Delivery Service	53-3033
Industrial Tractor Operators	Industrial Truck & Tractor Operations	53-7051
Laborers & Material Movers	Laborers & Material Movers, Hand	53-7062
Material Moving Workers	Material Moving Workers, All Other	53-7199
Medical Records Technician	Compile, process, and maintain medical records	29-2071
Pharmacist	Dispense drugs prescribed by physicians and other health practitioners	29-1051
Occupational Therapist Assistant	Assist in providing occupational therapy treatments	31-2011