

# POSITION PROFILE

Years (Mean)

With Organization: 12

In Current Position: 7

## 3115 Sales Support Specialist

Responsible for case-specific sales support processes. Interacts with underwriting in coordinating rate quotes, with brokers to help manage flow of proposal packages and quotes, and with employer groups in resolving daily service issues.

(Compensation Data Displayed in \$000s)	Dist Orgs	Num Orgs	Num Obs	10th %ile	25th %ile	Median	Mean	75th %ile	90th %ile
<b>All Participants Analysis</b>									
Base Salary - Incumbent Weighted	37	39	795	50.0	54.7	60.5	61.4	67.2	74.6
Base Salary - Organization Weighted	37	39	795	48.6	52.9	61.3	59.5	64.6	68.5
Total Cash Compensation	37	39	795	51.2	56.6	62.7	64.2	69.9	79.9

<b>Short-term Incentive Eligibility Analysis</b>									
Base Salary - Nonsales Incentive Eligible	27	28	657	50.6	54.9	60.5	61.7	67.3	75.4
Base Salary - Not Nonsales Incentive Eligible	14	*14	138	48.2	53.5	59.9	60.4	67.0	73.6
Base Salary - Sales Incentives Eligible	8	*8	90	45.4	53.5	59.2	59.8	65.9	73.6
Base Salary - Not Sales Incentives Eligible	34	36	705	50.3	55.0	60.6	61.6	67.3	74.8
Sales Incentive - Receiving	4	*4	56	--	--	--	--	--	--
Nonsales Incentive - Receiving	23	*23	447	0.9	1.9	3.4	3.6	5.0	6.2
Total Cash Compensation - Receiving	25	*25	482	53.3	57.6	63.7	65.9	73.0	84.1

<b>Long-term Incentive Eligibility Analysis (Black-Scholes)</b>									
Long-term Incentive - Receiving	0	0	0	--	--	--	--	--	--
Total Direct Comp - Receiving	0	0	0	--	--	--	--	--	--
LTI Target %	0	0	0	--	--	--	--	--	--

\*More than 25% of sample supplied by one organization

Salary Range (Mean)	Num Orgs	Org Weighted	Inc Weighted
Minimum	35	47.3	48.3
Midpoint	35	61.0	63.8
Maximum	35	74.8	79.2
Compa-ratio	35	98.3%	97.0%

<b>Short-term Incentives</b>			
Percent Eligible			83%
Mean Actual as Percent of Salary	23	5.3%	5.7%
Mean Threshold Percent	5	2.5%	2.5%
Mean Target Percent	26	5.2%	4.7%
Mean Maximum Percent	11	9.0%	8.1%

<b>Long-term Incentives</b>			
Percent Eligible			0%
Of Those LTI Eligible, Percent Eligible for:			
Stock/Share Options			--%
Share Appreciation Rights (SARs)			--%
Restricted Shares/Share Units			--%
Performance Shares/Share Units			--%
Performance Cash Units			--%
Long-term Cash			--%

<b>FLSA Status</b>	
Exempt	34%
Nonexempt	66%

# SCOPE ANALYSIS

## 3115 Sales Support Specialist

(Compensation Data Displayed in \$000s)					Base Salary				Incentives (Nonsales + Sales)				Total Cash Compensation				
	Median Scope	Dist Orgs	Num Orgs	Num Obs	25th %ile	Median	Mean	75th %ile	Mean	Mean % of Base	Mean Nonsales Target %	Mean Sales Target %	Receiving Count	25th %ile	Median	Mean	75th %ile
<b>Revenue/Sales</b>																	
	Revenue/Sales(Mil)																
All Orgs	4,055.7	33	34	776	55.1	60.7	61.7	67.5	4.6	7.3	4.7	--	474	57.0	63.0	64.5	70.0
Less than \$3 Billion	1,842.5	13	*13	88	46.1	54.0	55.4	60.7	4.4	7.6	4.0	--	60	48.4	58.1	58.4	65.6
\$3 Billion < \$10 Billion	4,364.2	10	10	94	53.0	59.9	60.1	66.0	4.3	7.2	7.0	--	57	56.2	61.6	62.7	67.6
\$10 Billion or More	91,409.0	10	*11	594	56.0	61.8	62.8	68.6	4.6	7.3	4.6	--	357	58.4	63.7	65.6	70.9
<b>Covered Lives (Medical)</b>																	
	Lives																
All Orgs	1,587,125	32	32	766	55.0	60.5	61.5	67.1	4.5	7.3	4.7	--	466	56.8	62.8	64.3	69.9
Less than 500,000	257,000	10	10	48	46.1	52.8	54.0	58.5	2.6	4.6	4.4	--	32	46.5	54.6	55.7	60.6
500,000 < 2.5 Million	1,400,000	11	11	142	50.9	58.0	58.1	63.3	4.7	7.9	5.2	--	105	54.3	59.9	61.5	68.7
2.5 Million or More	15,200,000	11	*11	576	56.4	61.9	63.0	68.4	4.7	7.4	4.6	--	329	58.8	63.7	65.6	70.5
<b>Total Employment (FTEs)</b>																	
	FTEs																
All Orgs	3,000	32	33	742	55.0	60.5	61.5	67.0	3.9	6.3	4.7	--	442	56.8	62.6	63.8	69.4
Less than 1,000	774	7	*7	26	43.4	48.0	51.9	57.1	--	--	--	--	10	43.6	48.0	52.5	57.3
1,000 < 5,000	2,896	15	15	175	52.1	59.5	59.8	66.1	4.7	7.9	5.3	--	121	56.1	62.0	63.1	68.8
5,000 or More	36,364	10	*11	541	55.8	61.4	62.5	67.8	3.6	5.8	4.6	--	311	57.9	63.1	64.5	69.7
<b>BlueCross BlueShield Orgs</b>																	
	Revenue/Sales(Mil)																
All Orgs	4,364.2	14	*14	299	53.9	60.4	61.9	68.9	4.5	7.2	6.4	--	264	57.2	63.7	65.9	73.2
Less than \$10 Billion	3,267.6	10	10	76	52.3	59.9	60.9	68.0	4.6	7.6	7.5	--	57	55.6	62.3	64.4	71.8
\$10 Billion or More	--	4	*4	223	--	--	--	--	--	--	--	--	207	--	--	--	--
<b>Non-BCBS Organizations</b>																	
	Revenue/Sales(Mil)																
All Orgs	3,750.5	19	*20	477	55.6	61.0	61.5	66.3	4.6	7.5	3.4	--	210	56.9	62.4	63.6	68.6
Less than \$3 Billion	1,077.0	9	*9	65	45.5	53.2	52.4	58.7	--	--	3.1	--	38	46.3	56.2	55.1	61.9
\$3 Billion or More	91,409.0	10	*11	412	56.6	62.1	63.0	67.6	4.6	7.3	3.5	--	172	58.5	63.2	64.9	69.7

\*More than 25% of sample supplied by one organization