

Mail Managers React to Economic Times

Part 1: Results of the Annual Wage & Operations Survey

By Marll Thiede

This year took its toll on the mailing industry, and mail managers had to react. For 20 years, we have conducted the Mailing Systems Technology Annual Wage & Operations Survey, and this year proved to see some doom and gloom with mail volumes dropping and mandatory layoffs because of the economy. But there are always some bright spots; staff turnover, for example, is at a record-breaking low of one percent, and there was growth in certain sectors.

This survey takes a bit of time to complete, and we recognize you have a very busy schedule, so we extend a big thanks to all those who did

take the time. We analyzed over 350 mail facility operations, representing over 3,400 employees.

The charts over the next pages are just some of our findings. There are more statistics — or should I say, interesting data — on our website at www.MailingSystemsTechnology.com/Results. You can also view the digital version of this issue, which allows you to “send” the magazine to management and your colleagues. Go to http://www.nxtbook.com/nxtbooks/rbpublishing/mst_20090910. And you and your peers are sure to be discussing the results at the Mailing Systems Technology Roundtables in Chicago this October. Also, watch for the next issue where we reveal the results of the operations side of the survey. What are managers doing about IMb? What are your biggest challenges this year? How much does it cost to process a single piece of mail? Please email Editor Dan O'Rourke at dan.o@rbpub.com if you have any comments about our survey.

Typical Manager



1.6 times more likely to be male



Not likely to hold a mail management certification. But if you do, it is most likely the USPS's E.M.C.M.P.



Been in the mail industry 14 years



Supervises 10 people

1.5 times more likely to manage more functions than just mail



Most likely to also manage print, followed by shipping

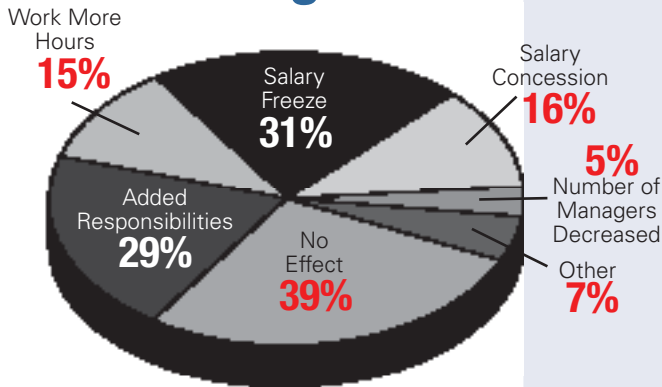


Have 2 male supervisors and 1 female supervisor reporting to him



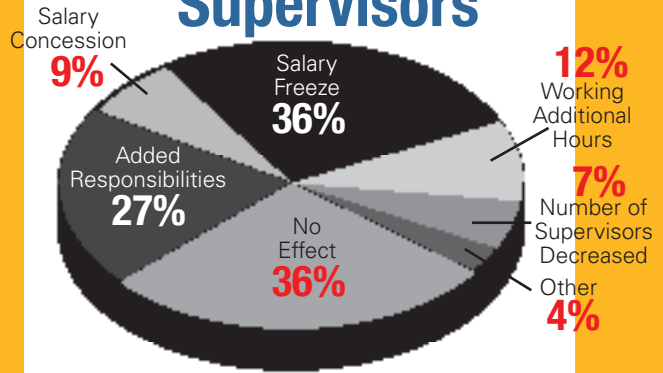
Has not allowed supervisors to get a mail certification

Managers



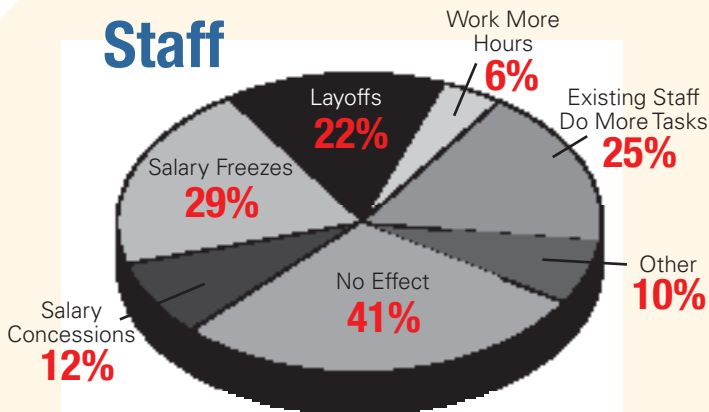
Sixty percent of mail facility managers have felt repercussions from the struggling economy.

Supervisors



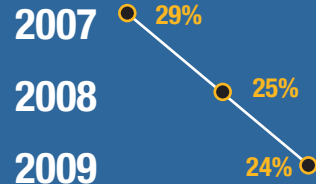
Even more, 65% of mail supervisors have been negatively affected by the economy.

Staff



Twenty-three percent of mail facilities have laid off staff, while 30% have had salary freezes.

More Effects



The number of mail facilities offering incentives continues to decrease.



Workers are staying put in this economy. On average, only one percent of mail facility employees turned over for an all-time retention rate.

23%

ANTICIPATED
New Jobs Layoffs

17%



30%

ACTUAL

21%

In 2008, 23% of managers expected to increase staff, and 17% expected layoffs. They were wrong on both accounts: 30% added staff and 21% decreased staff.

31%

New Jobs



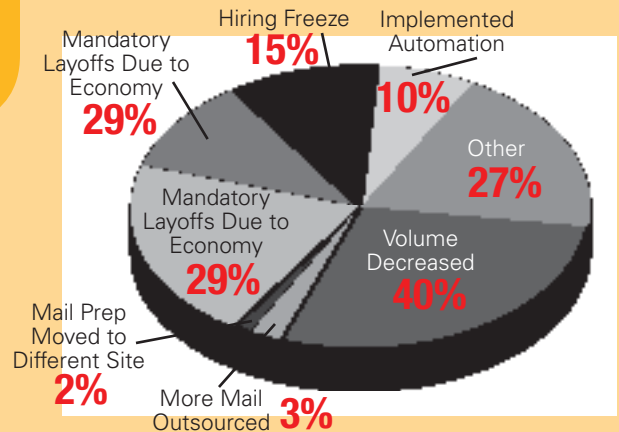
19%

Layoffs



This year, 31% of managers expect to increase staff, and 19% anticipate layoffs.

Staff Reductions



Decreasing mail volumes are the number-one reason for reducing staff. Mandatory layoffs due to the economy was the next highest reason.

Management Pay

Overall Average



50,200 Manager

44,200 Supervisor

By Class Processed

	Manager	Supervisor
First-Class	\$50,300	\$45,100
Standard	\$48,700	\$40,200

The gap between managers' pay and supervisors' pay narrowed as supervisors are being asked to do more as managers also take on more responsibilities.

By Business Type

	MANAGER	SUPERVISOR
Education	\$44,000	\$42,200
Printer/Cataloger	\$45,500	\$40,100
Government/Nonprofit	\$57,500	\$48,300
Lettershop/Presort	\$49,900	\$39,900
Transactional	\$54,300	\$41,700
Transportation/Retail/Business Service	\$49,600	\$39,000

Staff Wages

Overall Average Staff Wages

\$11.35 Entry

\$13.10 Inserter

\$16.96 High

\$13.40 Addresser

\$12.33
Mail Handler

Mail Volume Differentials

VOLUME/MONTH	ENTRY-LEVEL	HIGH-END
Very Low < 50,000	11.36	16.36
Low < 300,000	11.52	16.90
Mid < 500,000	10.40	16.90
High < 1 Million	10.90	17.25
Very High > 1 Million	11.76	17.95

Staff Wage Ranges

