

2022 US Retail Job Match Meeting

March 2022

Karen Rutledge

Commercial Industry Strategist, Dallas, TX

Christian Montemayor

Product Manager, Tampa, FL

A business of Marsh McLennan

Introductions



Karen Rutledge
Commercial Industry
Strategist



Christian Montemayor
Product Manager

CUSTOMER SUPPORT MERCER SURVEYS TEAM

P: +1 800 333 3070

surveys@mercer.com

www.imercer.com

Agenda

- 1. Status of Retail Industry**
- 2. Survey Overview**
- 3. Survey Timeline**
- 4. Mercer Data Connector**
- 5. Retail Industry Matching Guidelines**

Appendix: Mercer Job Library

Retail 2022





Top HR Priorities for 2022 in the Retail industry

- 1 Addressing employee experience for key retention populations
- 2 Evolving the flexible working culture
- 3 Putting sustainability/ESG at the heart of the transformation agenda
- 4 Developing human-centric decision making
- 5 Addressing pay, gender and other equity gaps
- 6 Ensuring inclusive workforce listening and participation
- 7 Delivering on new work standards (e.g., living wage, gig/supply chain worker protection, etc.)

Clients Seek Data

Data

- Compensation
 - Executive data
 - Short-term incentives
 - Shift Premiums
 - Restaurant tips



- Policy and Practice
 - Working Environment
 - Seasonal staff
 - Work-life programs
 - Benefits eligibility
 - Holiday/Vacation/PTO pay

Survey Overview

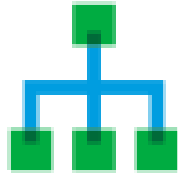
2

Survey Overview

Data Collected

Company Data

- Industry Sector and Subsector
- FTEs
- Ownership
- Revenue/Sales
- Number of Stores
- Most Prevalent Store Size






Employee Data

- Base Salary
- Short-term Incentives
- Sales Incentives
- LTI – Eligibility, Plan Type, and Awards
- FT/PT Status
- Size/Type of Store Managed
- Zip Code (Workplace and Home)



Mercer Data Connector

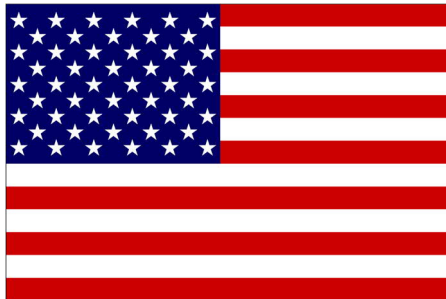
 IN PROGRESS	 IN PROGRESS	 IN PROGRESS
Company Data	Employee Data	Retail Policies and Practices
0 out of 1 Completed CONTINUE >	0 out of 1 Completed CONTINUE >	0 out of 1 Completed CONTINUE >

Which incumbents to match?



Do Include:

Full-time
Part-time
Survey effective: April 1



Do **NOT** Include:

Seasonal employees
Contractors
Expatriates
Co-ops/interns
Long-term leave
Future hires

Survey Overview

Data Collected – Retail Policies & Practices

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1.6. Incentive award policies - store management.....	
1.7. Non-cash incentive award policies.....	
1.8. Commissions/sales incentives	
1.9. Commissions/sales incentive basis	
1.10. Commissions/sales incentive measurements.....	
1.11. Commissions/sales incentive payout frequency	
1.12. Sales quotas	
1.13. Sales contests.....	
1.14. New sales employees	

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2.2. Weekend differentials	
2.3. Training differentials.....	
2.4. Freezer differentials.....	
2.5. Holiday pay	
2.6. Miscellaneous	

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3.6. Emergency closing pay policy.....	
3.7. HR staffing ratios	
3.8. Employee relocation	
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3.12. Advancement opportunities	

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4.1. Full-time hourly employees - benefit eligibility	
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4.3. Paid time off (PTO) bank and vacation and sick leave policy	
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4.9. Recruiting and retention practices	
4.10. Severance payments.....	
4.11. Seasonal bonuses	
4.12. Company cars and cell phones	

Note: This report is included in the price US Retail Survey.

Be sure to complete the “Retail Policies & Practices” tab to ensure we continue to maintain a robust data pool.

Benefits Data Collection Process

*Same data collection period
as compensation survey:
March 1 – May 6*

Mercer's online survey (www.imercer.com/benefitsenrollment) allows organizations to upload benefit documents and employee monthly contribution and COBRA rates. The supporting documents requested include:

- Benefit Guides
- Employee Handbooks
- Open Enrollment Guides
- Summary of Benefits and Coverages
- Summary Plan Documents/Descriptions

Our team of benefit analysts extract the necessary information from provided documents and codes information so clients don't have to complete an extensive survey, requiring minimal time and resources from clients.

We collect the following benefit elements:

Value-Based

Retirement Plans

- Defined Benefit Plans
- Stock Purchase Plan
- Defined Contribution Plans

Health Plans

- Medical, Retiree Medical
- Dental
- Flexible Benefits Plan
- Flexible Spending Accounts

Life & Disability

- Employer Paid Life Insurance
- Short-Term Disability
- Long-Term Disability

Paid Leave

- Paid Time off
- Vacation
- Holidays
- Personal Days
- Sick Pay
- Sabbatical Leave

Prevalence-Based

Work Flexibility

- Flextime
- Free/Subsidized Parking
- Telecommuting
- Work at Home
- Job Sharing

Wellness/Fitness

- Vision
- Subsidized Eating Facility
- Wellness Program
- Onsite Fitness Facility
- Paid Offsite Fitness

Educational Assistance

- Tuition Assistance
- Student Loan Forgiveness

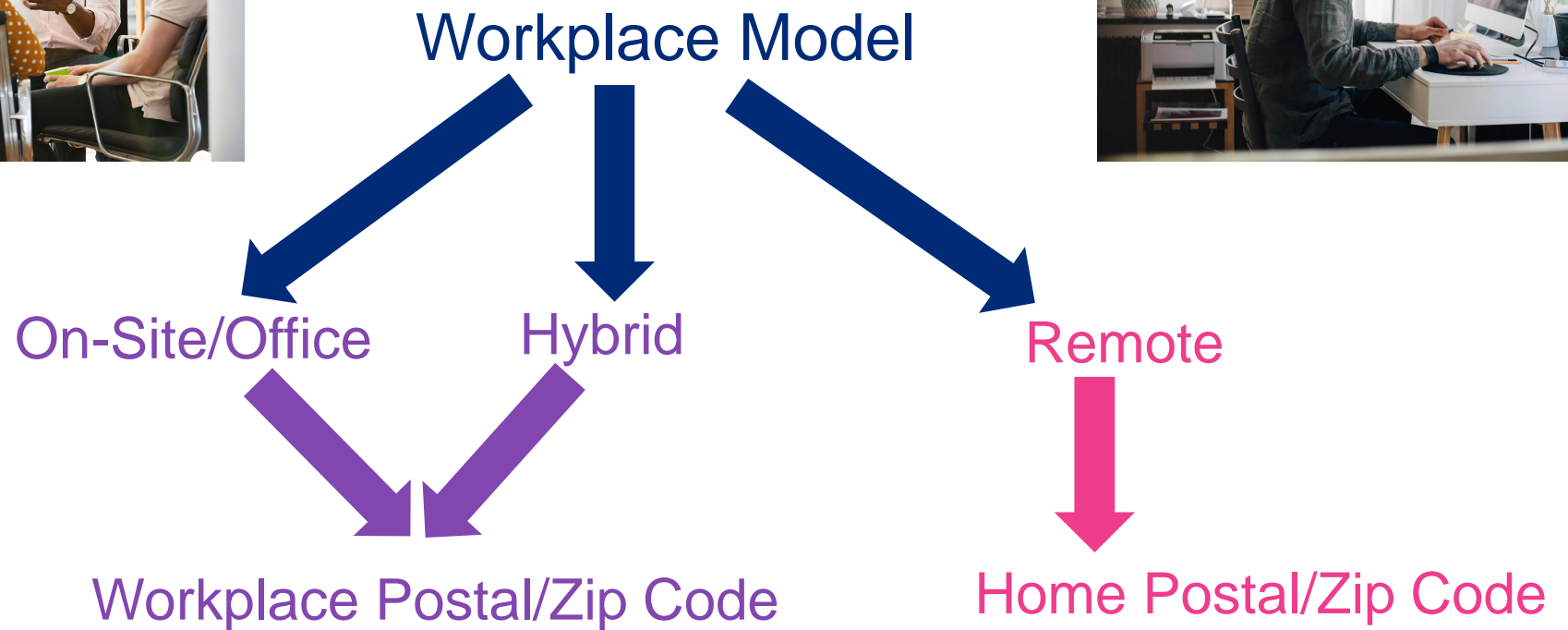
Financial Assistance

- Discount Purchasing
- Legal Counseling
- Financial Planning
- Gambling Addiction

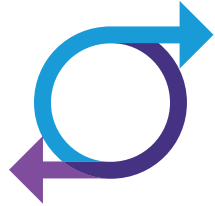
Family Assistance

- Parental Leave
- Funeral Leave
- College Scholarships
- Employee Assistance Plan
- Child/Elder Care
- Lactation Rooms
- Adoption Benefits
- Onsite Child Care

New Employee Data Fields



New Employee Data Fields



Guaranteed
Cash Eligibility
(Yes/No)



Shift
Allowance
(annual)



- Hourly 2nd shift (evening shift) premium rate (hourly employees only)
- Hourly 3rd shift (night shift) premium rate (hourly employees only)
- Hourly weekend 1st shift (day shift) premium rate (hourly employees only)
- Hourly weekend 2nd shift (evening shift) premium rate (hourly employees only)
- Hourly weekend 3rd shift (night shift) premium rate (hourly employees only)

New Employee Data Fields



- New to the US survey

- Type of automobile benefit
- Vehicle replacement term (in years)
- Automobile benefit value



Survey Overview

2022 Pricing

Product	Participant Price	Non-Participant Price
Retail Compensation & Benefits Survey	\$2,400	\$7,200
Modules	Participant Price	Non-Participant Price
Apparel Manufacturing	\$1,950	\$5,850
Restaurant	\$1,650	\$4,950
Supermarket	\$2,000	\$6,000
Discounted Combinations	Participant Price	Non-Participant Price
Retail + Apparel	\$3,850	\$11,550
Retail + Restaurant	\$3,550	\$10,650
Retail + Supermarket	\$3,900	\$11,700

In order to ensure your organization is eligible for Participant Prices, it is important to provide as close to a full census of your US employee population as possible.


Survey Overview


Job Matching Booklet

- **All US surveys on Mercer Data Connector share the same Job Matching Booklet.**
- In addition to assisting you with the job matching process, the Job Matching Booklet helps you identify which Mercer Job Library specializations are covered by which survey product.
 - There may be supplementary or adjacent survey products you may be interested in apart from the survey products you traditionally participate in.
- **To access the Job Matching Booklet:**
 - Go to www.imercer.com/mercer-data-connector-participation

Mercer Data Connector


2022 Participation is open now!





Key Dates

- Participation opens: **March 1**
- Submission deadline: **May 6**



Learn more

- [Attend/View a US webinar](#)
- [Attend/View a Canada webinar](#)
- [Job Matching Booklet - United States](#)
- [Job Matching Booklet - Canada](#)
- [Surveys collected in Mercer Data Connector](#)
- [Mercer Data Connector Info and FAQ's](#)

Job Matching Booklet

Filter on the Retail Compensation and Benefits column to see only Retail jobs.

Press the expansion button adjacent to the Retail Compensation and Benefits column to see a breakdown of jobs by survey module.

Identify the products you want to allow you to easily view the list of available products. Please expand and collapse Specializations and/or Jobs.

D	E	BN	BO	BP	BQ	BR	BS
		RET				MTCS	
Specialization Code	Specialization Title	Retail Compensation and Benefits Survey - All Modules (Click at the plus button to see detailed product information)	RET - Apparel	RET - Restaurant	RET - Retail	RET - Supermarket	Mercer Total Compensation Survey - All Modules (Click at the plus button to see detailed product information)
GMA.01.001	Chair of the Board (Non CEO)						
GMA.01.002	Chair of the Board and CEO						
GMA.01.003	Head of Organization (CEO)						
GMA.01.008	Head of Commercial/Chief Commercial Officer (CCO)						
GMA.01.004	Head of Operations (COO)						
GMA.01.006	Head of International Operations						
GMA.01.009	Head of Business Products/Services						
GMA.01.005	Head of Administration						

Familiarize yourself with the available Career Streams & Levels in Mercer Job Library

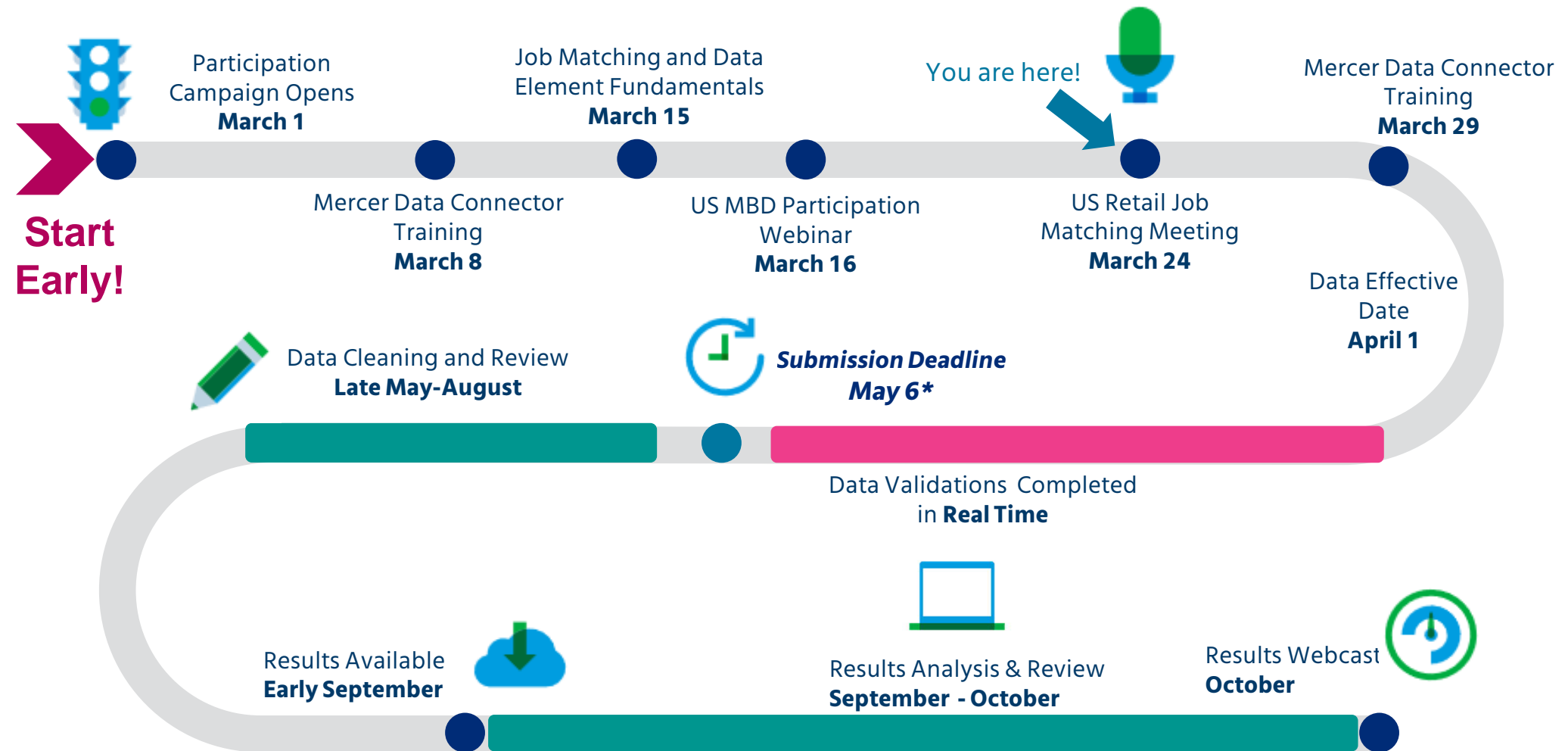
Introduction | **MJL Specializations & Levels** | Job Catalogue | Career Streams & Levels | Family & Sub-Families ...

Survey Timeline

3

2022 Survey Timeline

***Extensions beyond May 6 cannot be provided.** If you have concerns, please email surveys@mercer.com to learn more about our participation services to ensure you meet the deadline.



Where we are in the process

At this point, you should have received an Invitation to Participate email from Mercer Data Connector.

- Use of Mercer Data Connector is by invitation only.
- Mercer has set up a profile and sent an Invitation to Participate to *the person that submitted your organization's data on Mercer Data Connector last year.*
- All 2021 participants will have their *2022 matches pre-populated* in Mercer Data Connector.
- **Did not participate in 2021? Did not receive an Invitation to Participate email from Mercer Data Connector?**

CONTACT US

Please call 800-333-3070 or email us at surveys@mercer.com as soon as possible.

Where we are in the process

At this point, you should have attended the Mercer Data Connector Training session on March 8.

– ***Missed this session? There is another one on March 29.***

1. Go to www.imercer.com
2. Click on “Webinars & Training” and select “Webinars & Events”

Live Webinars & Events

Event Name	Date	Time	Attend	Additional Description
US Retail Survey Job Match Meeting	March 24	1pm ET	Register	Survey participation highlights, review of key jobs, and tips and tricks
Using Mercer Data Connector for Survey Participation	March 29	2pm ET	Register	Technical training on Mercer Data Connector.
Mercer Comptryx New User Training	March 30	1pm ET	Register	Tips and tricks to navigate all four modules within this tool.
Mercer Comptryx New User Training	April 6	1pm ET	Register	Tips and tricks to navigate all four modules within this tool.
North America Mining Survey Job Match Meeting	April 7	1-2:30pm ET	Register	Technical training on Mercer Data Connector.

Where we are in the process

At this point, you should have attended the following webcasts:

1. Job Matching and Data Element Fundamentals (March 15)
 2. US MBD Participation Overview (March 16)
- ***Missed these sessions? Access the recordings:***
1. Go to www.imercer.com
 2. Click on “Webinars & Training” and select “Webinars & Events”

On-Demand Webinars

Select a category below for more information.

+ Mercer Data Connector webinars

+ Mercer WIN webinars

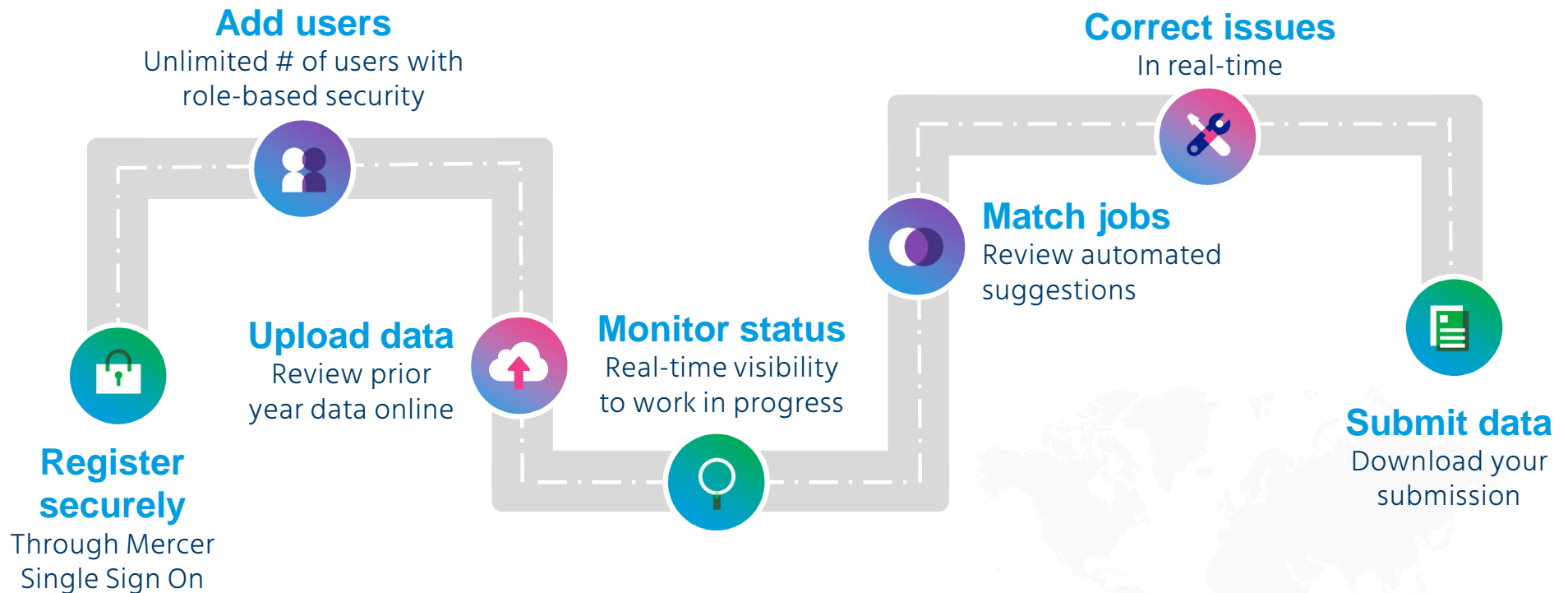
+ Participation webinars

+ Mobility webinars

Mercer Data Connector



Mercer Data Connector (MDC)



<https://www.imercer.com/mercer-data-connector-participation>

Key Dates

Participation opens: **March 1**

Submission deadline: **May 6**

Learn More

[Attend a webinar or listen to a recording](#)

[List of surveys included in this data](#)

[Mercer Data Connector Info and FAQ's](#)

Returning Participants

If you participated on behalf of your company last year, just follow these easy steps:

- Enter your company email address.
- Enter your imerger.com password.
Hint: This is the password you use to access your Mercer surveys and reports. If you don't know your password, click "Forgot Password" and a reset password email will be sent to you.
- Access Mercer Data Connector and begin uploading your company's data

[Get started](#)

New to submitting data for your company? Just complete [this form](#) and we'll send you access instructions.

New Mercer Data Connector Participants

If your organization has not participated within the past two years, please complete the form below. Our team will set up your profile and forward you an email with participation instructions.

[New participant](#)

Questions or need help? Contact us at 800-333-3070 or surveys@mercer.com.

[↑ Back to top](#)

Easy user access functionality

The screenshot shows the Mercer DataConnector 'User Access' page. A sidebar on the left contains a 'Manage Users' button. A modal window titled 'New User' is open, showing fields for user information and a 'Select permission level' section with options for 'Administrator' and 'Delegate'. Below the modal is a table of existing users. A callout box in the top right corner lists 'Org Structure', 'Companies', and 'User Access'. Another callout points to an 'ADD USER' button. A third callout points to edit and delete icons for a user in the table.

Manage Users
in one place

Add new users with a click of a button

Edit or delete user

Name	Email Address	Role	Phone
Test 201	test201@mercer.com		
Test 202	test202@mercer.com	Delegate	555 555 5555
Test 203	test203@mercer.com	Administrator	555 555 5555
Test LastName	testlastname@mercer.com	Administrator	555 555 5555

Showing 1 to 4 of 4 entries

Administrator: Administrators can access, enter, edit and submit an entire company's or country's data. Only administrators can assign other administrator and delegate roles. There can be more than one country or country administrator.










Delegate: Delegates can access, enter and edit only certain data sections for select companies. Delegates cannot submit data. There can be more than one delegate per section.

MDC Dashboard

Complete if you
granted LTI in the last
completed fiscal year

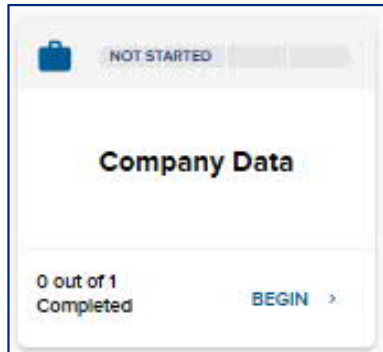
Complete if you are
matching contact
center incumbents

Complete if you are
matching contact
center incumbents

<div><div>NOT STARTED</div></div> <div>Company Data</div> <div>0 out of 1 Completed BEGIN ></div>	<div><div>NOT STARTED</div></div> <div>Employee Data</div> <div>0 out of 1 Completed BEGIN ></div>	<div><div>NOT STARTED</div></div> <div>Long Term Incentive Plans</div> <div>0 out of 1 Completed BEGIN ></div>	<div><div>NOT STARTED</div></div> <div>Contact Center Location Details</div> <div>0 out of 1 Completed BEGIN ></div>
<div><div>NOT STARTED</div></div> <div>Contact Center Policies</div> <div>0 out of 1 Completed BEGIN ></div>	<div><div>NOT STARTED</div></div> <div>Retail Policies and Practices</div> <div>0 out of 1 Completed BEGIN ></div>	<div><div>NOT STARTED</div></div> <div>Mercer/Gartner IT Jobs and Skills Policy</div> <div>0 out of 1 Completed BEGIN ></div>	<div><div>COMPLETED</div></div> <div>Order Products</div> <div>VIEW ></div>
<div><div>NOT STARTED</div></div> <div>Submit Data to Mercer</div> <div>0 out of 1 Submitted SUBMIT ></div>			

Complete if you
want to participate
in the IT Jobs & Skills
Policy Survey

Company Data

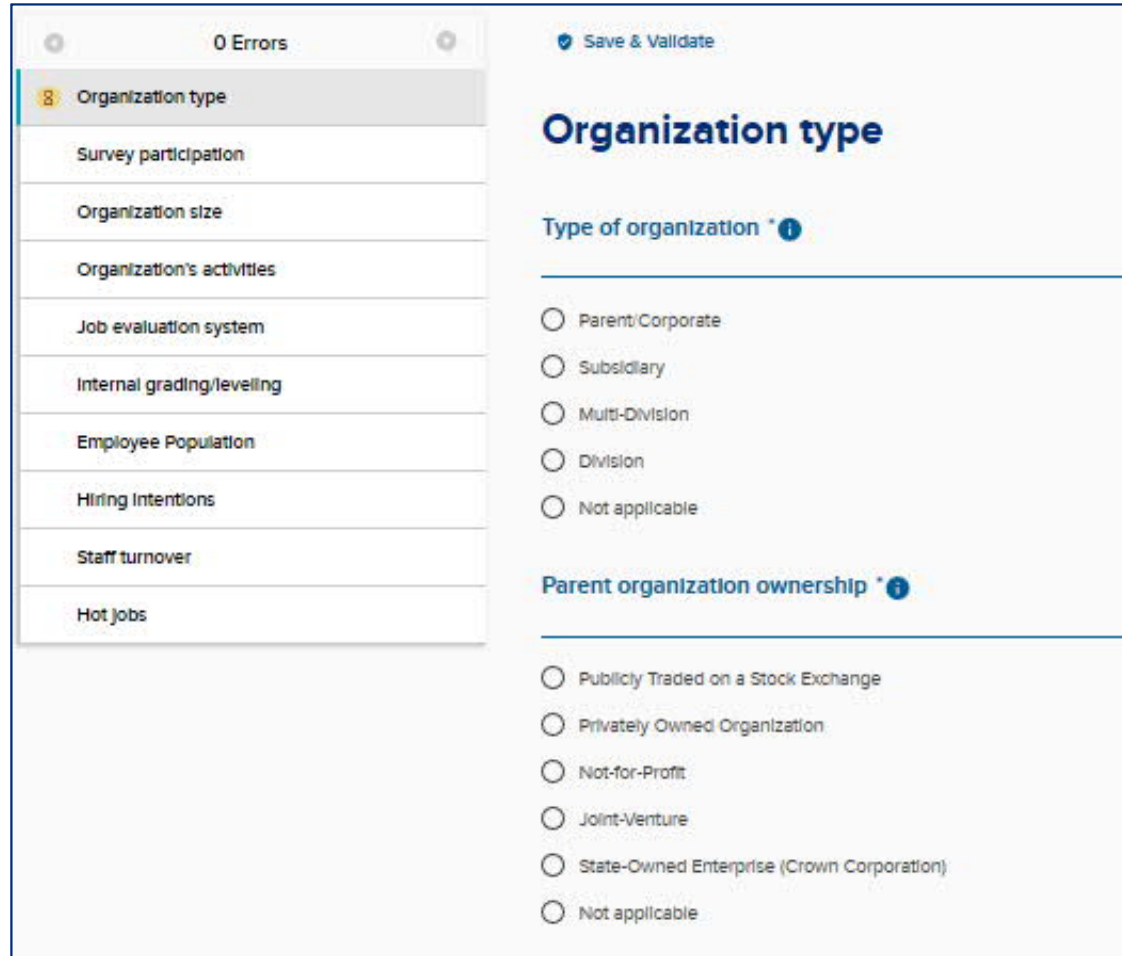


NOT STARTED

Company Data

0 out of 1 Completed

BEGIN >



0 Errors

Save & Validate

8 Organization type

Survey participation

Organization size

Organization's activities

Job evaluation system

Internal grading/levelling

Employee Population

Hiring Intentions

Staff turnover

Hot jobs

Organization type

Type of organization * 1

☐ Parent/Corporate

☐ Subsidiary

☐ Multi-Division

☐ Division

☐ Not applicable

Parent organization ownership * 1

☐ Publicly Traded on a Stock Exchange

☐ Privately Owned Organization

☐ Not-for-Profit

☐ Joint-Venture

☐ State-Owned Enterprise (Crown Corporation)

☐ Not applicable

Complete as much as possible! This allows for data cuts within survey results.

- Financials
- Net Sales Revenue
- FTEs
- Geographic scope of organization

Employee Data

DEMO CAMPAIGN

Employee Data

Status

File Upload

Job Match

Validation



File Upload

Choose Your Company

Choose your company(ies)

To update or share your employee data, you'll need to prepare your file using one of these options. Regardless of which option you choose, upload your file by clicking the blue button below.

I participated last year and want to review my pre-populated data.

Click the "Download Template" button, and Mercer Data Connector will generate an Excel file that contains your data from last year. If you have more than one company/country combination selected, they will be identified in the "Company Name" and "Country Code" columns. This is the easiest way to update your employee data.

I want to use a blank template.

Click the "Download Template" button, and Mercer Data Connector will generate an Excel file template. If you didn't participate last year, the template will be blank but if you did participate, data will be pre-populated – just delete it and copy and paste your data into the template.

I want to upload my HRIS file.

Using an Excel (xlsx only) file, upload your file by clicking the "Upload" button. Once your file is uploaded, you will be prompted to map your file's column headings to Mercer's columns and identify the country/combinations the data applies to.

Download the template

Download Template

Clients who submitted data last year receive a pre-populated employee data template

[illegible]

Real-time Data Validation

More details on Mercer Data Connector:

1. Go to www.imercer.com
2. Hover over “Webinars & training” and click on “Mercer Data Connector”

Review validations by type

Make sure to budget time to complete data validations! The quality of the survey data depends on your ability to properly address your validations.



Validations

My Company In China (CN) x My Company In Denmark (DK) x

My Company In USA (US) x

Mercer Data Connector gives you the ability to validate your data in real-time. Select your

SELECT YOUR TYPE

☒ Job Match (2) ☒ Required (6) ☒ Optional (45) ☐ Resolved (67)

Advanced Filter

Results - You have 53 Items.

To dismiss multiple items, check the box next to each one and click the Dismiss button.

Dismiss

<input type="checkbox"/>	Category	Error Description	Status	Number of Incumbents	Action
> <input type="checkbox"/>	Employee Information	The annual base salary is very low for this position.	JOB MATCH	2	FIX ERROR
> <input type="checkbox"/>	Employee Information	The annual total cash (actual) is low for this position.	JOB MATCH	3	FIX ERROR
> <input type="checkbox"/>	Base Salary	Pay type is required for submission.	REQUIRED	15	FIX ERROR
> <input type="checkbox"/>	Base Salary	Employee salary currency: Provided response is not a valid option from the predefined list.	REQUIRED	15	FIX ERROR
> <input type="checkbox"/>	Base Salary	Annual base salary or hourly rate is required for survey submission.	REQUIRED	14	FIX ERROR

Retail Industry Matching Guidelines

5

Job Matching

Participant Responsibilities



DEADLINE = May 6th

1. The success of the survey and robustness of the final report is driven by each of you.

- **Report on as close to a full census** of your employee population as possible. This includes reporting data for each entity that you are responsible for. This will ensure that your organization is eligible for participant pricing.
- **Your data is important.** Do not assume that “someone else” will report data on a job or data element. A minimum of 5 organizations is needed to report out any line of data.
- **You get out of it, what you put in. Every data point is critical.**

2. The quality of survey data depends on each of you.

- The earlier that you participate, the better the data; do not wait until the deadline – **participate early!**
- **Do not skip on-screen validations** as they are real-time data validations that have been identified as important elements to verify. Ignoring them leads to data exclusions.
- Match your positions to the survey positions based on job description rather than job title. **A good match is 80% of the survey description. Exclude matches that cover less than 60% of the survey description.**

Retail Management



IMPORTANT INFORMATION

All relevant career streams and levels are included in the Job Matching Booklet.

Specialization Code	Specialization Title	Head of Sub-Function Levels						
		E3	E2	E1	M5	M4	M3	M2
RET.01.001	Head of Retail Store Operations (Retail)	RET.01.001.E30	RET.01.001.E20	RET.01.001.E10	RET.01.001.M50			
RET.01.002	Multi-Store Management (Retail)			RET.01.002.E10	RET.01.002.M50	RET.01.002.M40	RET.01.002.M30	RET.01.002.M20
RET.01.022	Single Store Management (Retail)						RET.01.022.M30	RET.01.022.M20



IMPORTANT INFORMATION

Store Co-Manager - .032.M20
 Assistant Store Manager - .033.M20
 Department Manager - .043.M10
 Shift Supervisor - .055.M10
 Keyholder - .055.M10

Retail Management

Multi-Store Manager

- Oversees a number of retail stores to achieve revenue and customer service goals.
- **RET.01.002.M50 – REGION**
- **RET.01.002.M40 – DISTRICT**
- **RET.01.002.M30 – AREA**

Single Store Manager

- Manages daily operation of a store including hiring, discipline, scheduling. Promotes sales and maintains appearance of store.
- **RET.01.022.M20**

Assistant Manager

- Assists Store Manager in daily operations. Schedules employees, maintains inventories, completes day-to-day paperwork.
- **RET.01.033.M20**

Dept. & Shift Manager

- **Department Manager:** Responsible for operations in an area/areas. Responsible for maximizing sales in that area. Supervises, trains and develops staff in the area. **RET.01.043.M10**
- **Shift Manager:** May be called Keyholder. May report to Department Manager, Assistant Manager or Store Manager. Maintains inventory, ensures pricing, assists with training, maintains store's appearance and assists with shift changes. **RET.01.055.M10**

Retail Employees

Cashier

- Handles customer transactions, receives funds from customers, and records monetary transactions incidental to the conduct of the business.
- Counts money to verify amounts and issues receipts for funds received using a cash register.
- S20 will be our default match for organizations with one level of cashier.
- **CSV.02.004.S20**

Cashier (Head/Senior)

- If your organization has multiple levels of cashiers, use S30 for the Senior Level or Head Cashier.
- **CSV.02.004.S30**

Retail Employees

In-Store Sales

- Provides high level of customer service support in the selection and purchase of merchandise. Completes sales transactions and assists customers with product information, delivery and installation services. Promotes products and supports promotional activities.
- S20 will be our default match for organizations with one level of in-store sales.
- **SMP.07.025.S20**

In-Store Sales (Senior)

- If your organization has multiple levels of in-store sales, use S30 for the Senior Level.
- **SMP.07.025.S30**

In-Store Customer Service Desk

- Provides assistance to customers both in the store and via phone including, but not limited to, price verifications, exchanges and returns, and special orders.
- **CSV.02.097.S30**

Retail Employees

Photo Lab Operations

- Performs photofinishing activities and maintains processing equipment.
- **RET.02.005.S20**

In-Store Sales: Beauty

- Responsible for beauty care/makeup customer service, merchandise presentation and sales.
- **SMP.07.027.S20**
- **NOTE**: In-Store Sales: Makeup and In-Store Sales: Fragrance have moved into this job code

Tailoring

- Alters, repairs or fits made-to-measure or ready-to-wear garments. Repairs or replaces defective garment parts, such as pockets or linings.
- **RET.03.001.S20**

Merchandise Receiving & Stocking

Merchandise Receiving

- Primary duty is physical labor and inventory control in store merchandise receiving area (truck dock).
- Works with truckers making deliveries. Responsible for checking and accounting merchandise received.
- **RET.02.002.S10**

Merchandise Stocking

- Responsible for stocking merchandise onto shelves. Organizes sales floor to create a pleasant shopping environment and providing customer service as required.
- Operates order pickers to bring down merchandise safely from overhead bays to the sales floor.
- **RET.02.026.S10**

NOTE: If incumbent does both, match to Merchandise Stocking – RET.02.026.S10

Warehouse & Distribution Management

Distribution Center & Warehouse Management

- Responsible for warehouse and distribution activities to ensure efficient and economical utilization of facilities for storing and distributing finished goods.
- **SCN.05.002**

Warehouse Management

- Manages processes and teams associated with planning, directing and monitoring all warehouse activities related to movement, storage and inventory control of materials, finished goods, tools and packaging.
- **SCN.05.001**

Distribution Center Management

- Responsible for managing and directing the activities of the distribution center, involving the reception, delivery and control of merchandise.
- **SCN.05.003**

Warehouse & Distribution

Warehouse Shipping & Receiving

- Includes receiving/inspecting goods and verifying items against the shipment record. Gathering, verifying and packing items for shipment according to specifications and the applicable transportation method. Records received and shipped items.
- Management and support levels available.
- SCN.05.029.S10** will be our default match if one level of support.

Materials Handling

- Moves and stores materials/products using a combination of manual labor and low complexity machinery/equipment including: Handling and maintaining flow of materials and products according to established guidelines, logging the movement of incoming and outgoing materials and products, and operating low complexity motorized and non-motorized material handling equipment.
- M10 and support levels available
- SCN.05.030.S10** will be our default match if one level of support.

Returns Processing

- Responsible for sorting returned products to ensure proper credit given. Scans returns accurately and efficiently.
- Support levels available
- SCN.05.035.S10** will be our default match if one level of support.

Light Truck Delivery Driver

- Drives light passenger vehicles, vans, pickup trucks, etc. to transport passengers, materials, merchandise or equipment.
- Support levels available.
- TNS.03.036.S20**

E-Commerce

E-Commerce Strategy & Planning

- Develops an online sales business plan by identifying the highest value online touch points with customers. Designs the online sales organization and processes. Defines e-commerce site features and functionality. Prioritizes and tracks investments across e-commerce projects.
- **SMP.02.056** - Exec, Mgmt and Professional levels available

E-Commerce/ Online Shopping Marketing

- Focused on generating traffic to organization's e-commerce site, converting site visitors to paying customers and driving repeat sales.
- Develops and implements digital/internet marketing strategies to promote product/brands and attract potential customers
- Develops and implements online shopper marketing tactics (e.g., daily deals, user registration discounts etc.)
- **SMP.04.066**— Exec, Mgmt and Professional levels available

E-Commerce Merchandising

- Establishes/maintains programs, procedures and guidelines to ensure brand and financial objectives are achieved. May be responsible for price levels/ranges and markdowns.
- **RET.06.002** – Exec, Mgmt and Professional Levels

Contact Center Customer Service

Contact Center Customer Service Representatives

- **CSV.02.050: Contact Center Customer Service: Non-Technical**
- Provides post-sale customer service to business or end-consumers via phone, online chat or text.
- Responds to a high volume of low complexity general inquiries. Provides responses based on pre-determined scripts.
- May recommend alternative products or services as part of customer issue resolution. Not compensated on sales targets.
- Majority of individual contributor matches at Support levels (S1-S4). Match nonexempt here.
- Professional levels also available.

Contact Center Customer Service Supervisors

- Report contact center customer service supervisors and managers to the same specialization as contact center customer service representatives: **CSV.02.050**.
- Supervisor (M1), Team Lead (M2), Manager (M3).

Apparel

Fashion Design (Retail)

- Responsible for fashion design of products; research on market, material and fashion trends; participates in initial fitting process.
- **CRT.01.003**
- Assistant Designer (P1), Associate Designer (P2) and Designer (P3)

Strategic Sourcing

- Manages or performs strategic sourcing work to manage risk and optimize the value/resilience of materials/services sourcing including:
 - Establishing supplier relationship management processes and continuous improvement goals/programs
 - Negotiating contracts and coordinating supplier integration plans with internal clients
 - Monitoring market dynamics that impact materials/services availability and/or pricing
 - Partnering with internal clients to identify sourcing needs, develop buyer/market profiles, identify marketplace trends and define acceptable service levels
- **SCN.03.003.M30** – Strategic Sourcing – Manager (M3)

Buyer (Retail)

- Manages or performs work associated with planning, selecting and purchasing quantities of goods and merchandise to be sold including:
 - Liaising with existing suppliers and negotiating contracts. Sourcing and building relations with new suppliers
 - Monitoring market changes, competitor prices, and products. Analyzing past sales patterns to anticipate trends in consumer buying patterns Presenting new ranges to retail managers
- **SCN.03.010**
- P1-P4 levels: Assistant Buyer (P1). Associate Buyer (P2). Buyer (P3). Senior Buyer (P4)

Food & Beverage Preparation

General Food Service Worker/Crew Member

- Typically cross-trained to work in several areas of the restaurant and may be required to work several positions within a short period of time during peak volume periods.
- May have cashier responsibilities.
- S20 will be our default match for organizations with one level of crew member.
- **HPY.04.033.S20**
- **Not waiters.** Waiters are matched to HPY.04.030: Food Table Service.

Alcoholic Beverage Preparation & Service

- Crafts and serves beverages to guests while handling receipts. Prepares beverages for servers.
- S20 will be our default match for organizations with one level of beverage preparer.
- **HPY.04.056.S20**

Coffee/Tea Preparation (Barista)

- Creates drinks including coffee, tea, smoothies and other beverages. Assists customers with menu inquiries and takes customers' orders.
- S20 will be our default match for organizations with one level of barista.
- **HPY.04.058.S20**

Food & Beverage Preparation Tipped Employees

AP	AQ	AR	AS	AT
Does this employee receive tips as part of compensation? (selected specializations only)	Is this position unionized (with compensation from collective bargaining agreement)?	Highest level of education	Graduation year	New college graduate
<input type="text"/> <input type="text"/>				
<input type="text"/> <input type="text"/>				

Please be sure to complete this field in Employee Data for the following specializations:

- HPY.02.004 - Catering Delivery & Setup (Hospitality)
- HPY.04.030 - Food Table Service (Hospitality & Retail)
- HPY.04.032 - Food Table Service Runner (Hospitality & Retail)
- HPY.04.034 - Table Cleaning & Reset (Hospitality & Retail)
- TNS.03.047 - Food Delivery Driver (Hospitality & Retail)
- HPY.04.056 - Alcoholic Beverage Preparation & Service (Hospitality & Retail)
- HPY.04.058 - Coffee/Tea Preparation & Service (Barista) (Hospitality & Retail)
- HPY.04.999 - Other Food & Beverage Preparation/Table Service

Failure to do so may result in data being inadvertently excluded for being a low outlier.

Supermarket

Baker

- Prepares baked goods, desserts and dough. Rolls, cuts and shapes dough to form rolls, pie crusts, tarts, cookies and related products. Places dough in pans, molds, or on sheets and bakes in oven. Prepares baking equipment and uses a variety of kitchen tools, including electric mixers, pans, rolling pins and cutting tools. Maintains hygiene, cleanliness and customer service standards. May be responsible for purchasing materials and ingredients.
- **HPY.04.005.S20** will be our default match.

Cake Decoration

- Prepares and decorates cakes for display and sale. Fills customer orders for specialty cakes. Maintains product level, quality, freshness and variety according to standard. Maintains safety and sanitation standards in the prep area, cooler, freezer and sales area.
- **HPY.04.006.S20** will be our default match.

Customer Check-out Support

- Properly and courteously bags the customer's orders to ensure purchases are not damaged. Performs price checks, retrieves carts and other duties as necessary.
- **RET.02.004.S10** will be our default match if one level of support.

Supermarket Department Stocking

- Prepares product for sale. Maintains product level, quality and freshness according to standards. Stocks and rotates all products on shelves according to standards and productivity guidelines. Maintains organized, inventoried and rotated overstock in cooler and freezer areas. Maintains safety and sanitation standards in the prep area, cooler, freezer and sales area.
- **RET.02.027.S10**

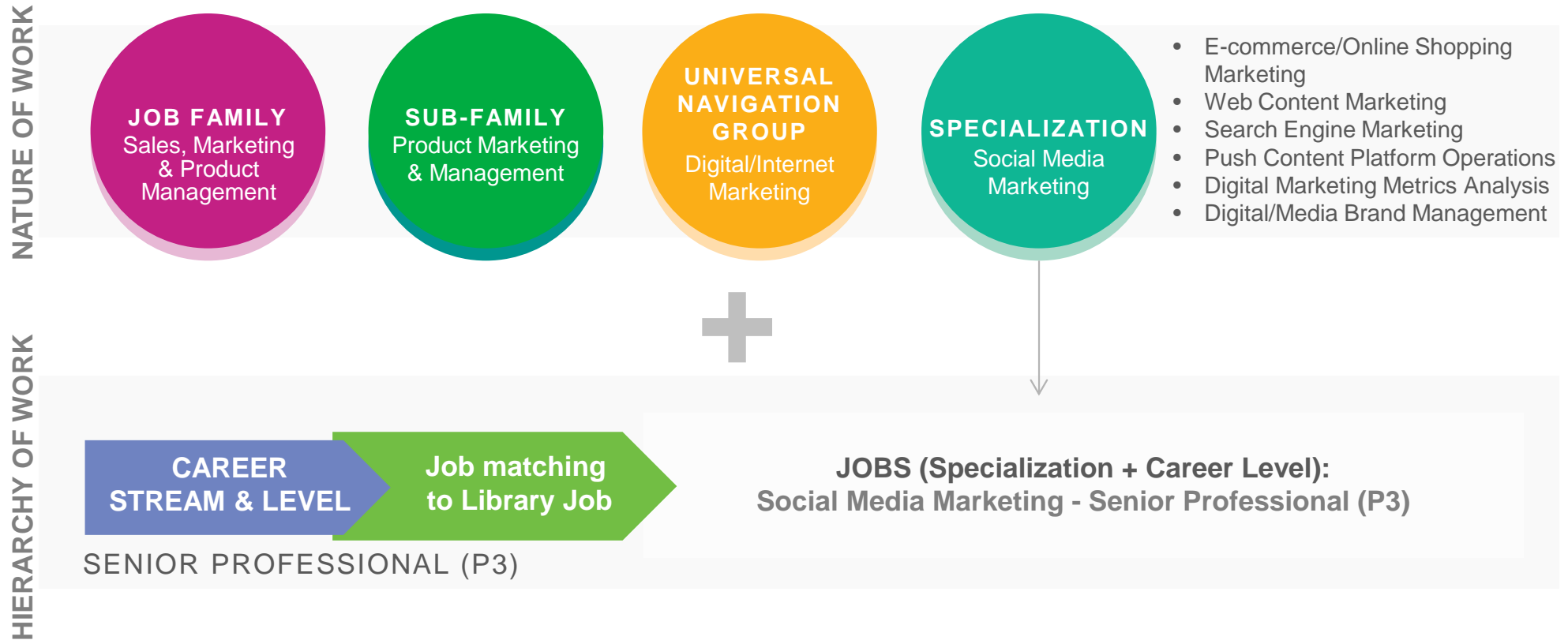


Mercer Job Library

Appendix

Mercer Job Library

Two concepts meet to form a job



Mercer Job Library

Nature of Work

JOB FAMILY	SUB-FAMILY	UNIVERSAL NAVIGATION GROUP	SPECIALIZATION
Sales, Marketing & Product Management*	Product Marketing & Management	Digital/Internet Marketing	General Digital/Internet Marketing
			E-Commerce/Online Shopping Marketing
			<i>Social Media Marketing</i>
			Web Content Marketing
			Search Engine Marketing
			Push Content Platform Operations
		Channel Marketing	Trade Marketing
			Channel/Partner Marketing
			Category Management
			Shopper Marketing
	Field Sales & Account Management	Field Sales (Ultimate Purchaser or Channel Partner)	General Field Sales
			General Field Sales: Key Clients
			Consumer Goods Field Sales
		Direct Sales (Ultimate Purchaser)	Direct Sales
			Direct Sales: Key Clients
			Product Financing/Leasing Sales

*This is not an exhaustive list of the Sales, Marketing & Product Management subfamilies covered in Mercer Job Library.

Mercer Job Library

Hierarchy of Work

	CAREER STREAM			
	EXECUTIVES	MANAGEMENT	PROFESSIONALS	PARA-PROFESSIONALS
CAREER LEVEL	Executive Level 5 (E5)			
	Executive Level 4 (E4)			
	Executive Level 3 (E3)			
	Executive Level 2 (E2)			
	Executive Level 1 (E1)			
		Senior Manager II (M5)	Pre-Eminent (P6)	
		Senior Manager (M4)	Expert (P5)	
		Manager (M3)	Specialist (P4)	
		Team Leader - Professionals (M2)	Senior (P3)	
		Team Leader - Para-Professionals (M1)	Experienced (P2)	Specialist (S4)
			Entry (P1)	Senior (S3)
				Experienced (S2)
				Entry (S1)

Note: This table is for illustration purposes and represents the typical correlation between Career Levels within each of the Mercer Job Library Career Streams. The alignment of Career Levels may differ somewhat between organizations depending on various factors, in particular organization size, but also industry, activities, geographic scope, etc.

Mercer Job Library

Smart job coding

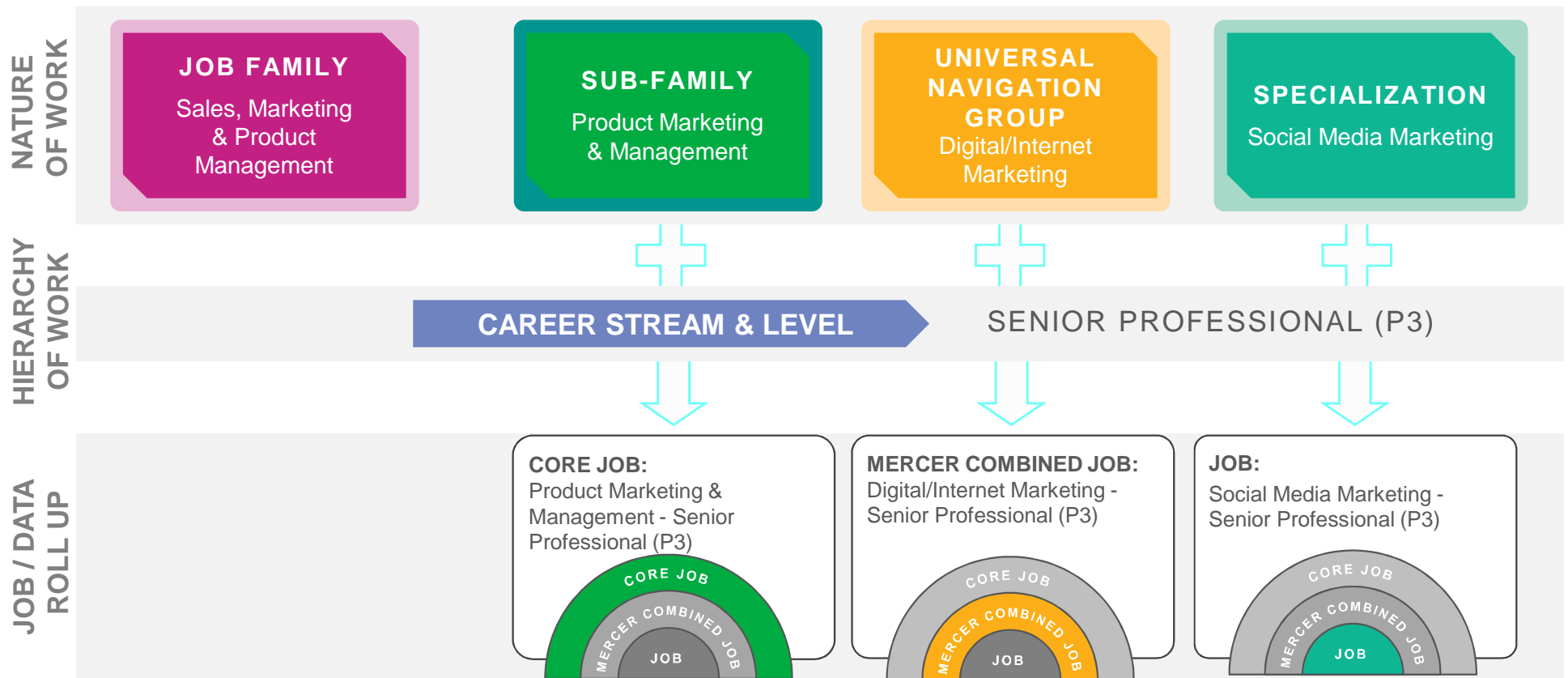
Social Media Marketing - Senior Professional (P30)

SMP . 04 . 065 . P30



Mercer Job Library

Data rollups in Mercer WIN



Mercer Job Library

Matching in the Executive Career Stream

1 ▶

Select Type of Executive Role

- Organization Head
- Function Head
- Sub-function Head

2 ▶

Determine Relevant Organization Type

- Parent/Corporate
- Subsidiary
- Division(s)

3 ▶

Determine Job's Geographic responsibility

- Global
- Regional (Multi-Country)
- Country

For more information on matching your executive jobs, please view our recorded Executive Matching session under the On-Demand Webinars section:

<https://www.imercer.com/us-events>

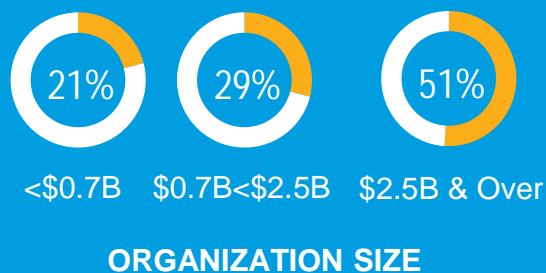
Survey Overview

2021 Statistics

332
ORGANIZATIONAL
ENTITIES

3,076,583
INCUMBENTS

USD \$2.5B
median revenue



US RETAIL COMPENSATION & BENEFITS SURVEY

936

positions
reported

4,044
median FTE

1,916
median PT EEs

MOST MATCHED JOB FAMILIES

862,779	Customer Service & Contact Center Operations
784,748	Retail
754,325	Supply Chain
505,669	Sales, Marketing & Product Management
51,111	Hospitality
34,379	Transportation Services

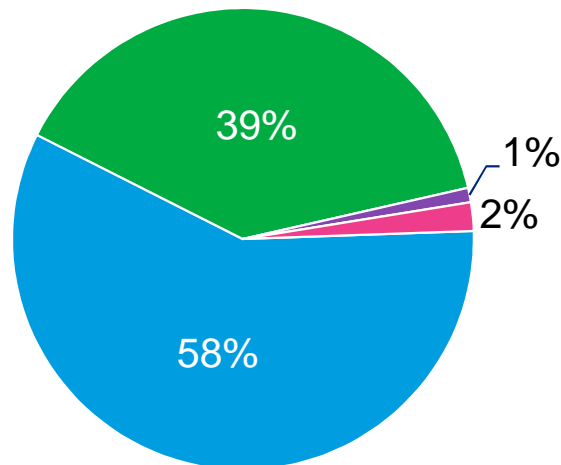
Survey Overview

Participant Snapshot

Sector Name	Num Orgs
Retail & Wholesale	239
Specialty Retail	74
Apparel, Fashion, Footwear & Accessories Retail	51
Grocery, Pharmacy & General Merchandise Retail	37
Wholesale Distribution/Trade	35
Restaurants	18
Department Stores	11
Convenience Retail	5
Electronics, Entertainment, Communications & Office Retail	5
Home, Hardware, Building & Garden Supply Retail	3
Consumer Goods	48
Other Sectors	45

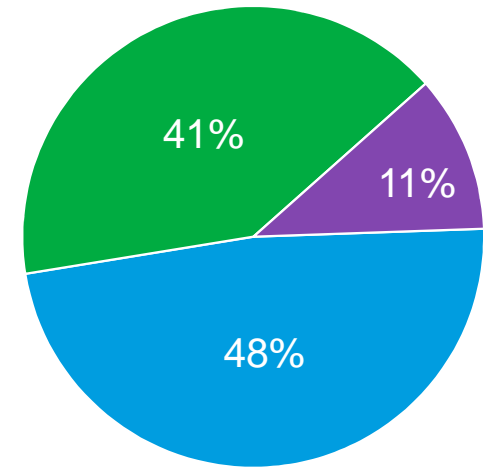
Ownership

- Public
- Private
- Not-for-Profit
- Joint Venture



Organization Type

- Parent
- Subsidiary
- Division(s)



Store Size

- < 2,000 sq ft
- 2,000 < 9,000 sq ft
- 10,000 < 29,999 sq ft
- 30,000 < 49,999 sq ft
- 50,000 or more sq ft

