

Profiles in Success

- Steve Voss
- Director of HR
- Universal American Financial Corporation

Please describe Universal American Financial, and your approach to compensation and benchmarking.

“We are an insurance company, the nation’s fourth largest focused on the senior market. Three years ago we had no formal compensation program, but then we started using PayScale to price jobs for the market. We had been working with Salary.com, but I liked the detailed reports with PayScale better - PayScale reports offered more information and gave me a clearer perspective of where we were in the market. The reports are very comprehensive.”

Why is detailed, real-time compensation data so important to you?

“People really don’t understand that pay is so industry-driven. Most people think it’s about education and geography, but the same positions can fluctuate widely across different industries. When our hiring managers want to make a decision, I can pull an entire report reflecting many different input factors, so that we have a much clearer picture of what to pay. We’re paying more accurately, which is saving us money.”

What other advantages have you found with PayScale?

“Prior to PayScale, we were using several local surveys and traditional providers, not all of which were online. You have to do a lot of manual research, do some of the comparisons yourself. It’s really time consuming. With PayScale, getting the right information is almost immediate.”

Would you recommend PayScale to others?

“With PayScale, the number of survey respondents and the additional information I receive is leaps and bounds above and beyond any other surveys you can get. The data there gives you so much to study and ponder, it generates the best compensation decision for the individual as well as the company. You have real-time information, current information, and a larger database to go from for the respondents. What else can I say, it’s great!”