

Nancee Moster, principal of Nancee Moster Enterprises, Inc., began offering technical services to high-tech businesses (particularly software development and telecommunications companies) in 1982.

Ms. Moster's business experience includes co-founding/managing a software development company, and designing/developing a software product that became one of the top three in its vertical market; founding/managing a technical communications consulting company; co-founding/managing a virtual outsourcing company for organizations that have a temporary or periodic need for special communications or training expertise

Her technical experience includes customer support, human performance improvement, human performance technology, information architecture, information design, information modeling, installation (computer and telecom hardware), instructional design, needs assessment, organization change, organization development, product design, project management, prototype testing, quality assurance, single sourcing, software programming, structured writing, technical training, technical writing, usability testing, and user interface design.

Ms. Moster's authoring experience includes planning, estimating, scheduling, researching, designing, creating, editing, and publishing online, offline, and web-based system, user, sales, marketing, training, and customer support tools.

Her training experience includes planning, designing, creating, and presenting one-on-one and classroom training for clients' internal and external users.

Nancee Moster draws on all her experience and expertise to understand and solve the problems of, and communicate effectively with, business managers, technical resources, customers, and prospects.

Ms. Moster graduated summa cum laude from Washington University, St. Louis. She belongs to the Society for Technical Communication, and has won over half a dozen Society awards for software guides, hardware guides, and technical marketing literature.

How can you afford champagne communications on a beer budget?

Nancee Moster Enterprises, Inc.

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In 2005, the Society for Technical Communication – the largest professional organization dedicated to advancing the arts and sciences of technical communication, serving more than 25,000 members in more than 150 chapters worldwide – surveyed a random sampling of its members regarding their current salaries and benefits.

According to the results published in the *2005 Technical Communicator Salary Survey*, the mean salary for a technical communicator in the United States with 11+ years of experience (I have over 25) was \$75,320.

At 2,000 work hours per year for the average full-time employee, \$72,160 equates to an hourly rate of \$37.66.

Now, let's add in employer-paid taxes, health insurance benefits, disability and life insurance benefits, paid leave, workers' compensation, tuition reimbursement, retirement contributions, office space, equipment, utilities, telecom connections, administrative costs, management costs, and everything else it takes to get and keep a productive worker.

Total cost? The U.S. government assumes a 200% burden rate against payroll for each staffer. That means a \$75,000-a-year technical communicator costs you an additional \$150,000 for a total of \$225,000. At 2,000 work hours per year, that's \$112.50 per hour!

Think a 200% burden rate is too high? OK, let's pare it down to a 50% burden rate. A \$75,000-a-year technical communicator costs a total of \$112,500 a year – \$56.25 per hour.

Need a second opinion? According to the salary.com web site, a Technical Writer IV in Champaign earns a median base salary of \$73,249. At a 50% burden rate, a \$73,000-a-year technical communicator costs a total of \$109,500 a year – \$54.75 per hour.

My consulting hourly rate is much lower than that of a fully-burdened employee.

And I'm already trained and current on industry standards and trends. There's no ramp-up time or cost.

Equally important, you pay only for the actual time I spend designing and developing your technical communication projects.

Plus I'm equally adept at producing technical marketing communications as well as producing and delivering technical training.

Bottom line: You gain the experience and expertise of a dedicated professional with a reputation for consistently delivering state-of-the-art quality on time and to specification — at a bargain price.

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