

CALL CENTER & BACK OFFICE DATA

INDUSTRY WAGES & SALARIES

Occupational Wage Estimates | Springfield Metro Area Bureau of Labor Statistics

POSITION	MEAN HOURLY WAGE	MEAN ANNUAL SALARY	MEDIAN HOURLY WAGE
Telemarketing Sales Representative	\$10.63	\$22,100	\$9.10
Customer Service Representative	\$14.53	\$30,230	\$13.52

INDUSTRY & SALARY SURVEY | SPRINGFIELD METRO AREA

Springfield Area Human Resource Association

POSITION	AVERAGE	AVERAGE SALARY*	
	ANNUAL SALARY*	25th PERCENTILE	75th PERCENTILE
Call Center Representative	\$29,224	\$26,980	\$33,390
Call Center Supervisor	\$43,505	\$42,362	\$44,735
Call Center Manager	\$80,361	\$78,423	\$81,463
Customer Service Representative	\$30,646	\$29,218	\$32,748
Customer Service Rep. - Advanced	\$39,601	\$37,195	\$42,888
Customer Service Supervisor	\$50,531	\$48,898	\$52,546
Customer Service Manager	\$64,941	\$64,173	\$65,942

* Base salary

CALL CENTER OPERATIONS

Company	Business	Employed	Opened
Chase Card	CS - Credit Card	1600	1998
Tele Tech	CS- Technical Support	1050	2007
Expedia, Inc. Hotels.com	CS - Financial Operations/IT	1000	1995
American National	CS - Insurance	880	1974
T-Mobile USA	CS - Telecommunications	760	2006
AT&T	CS - Billing	635	2006
Gold Mountain Communications	Inbound Sales - Travel	500	2009
Bass Pro Shops	Catalog - Retail	250	1985
FLS Connect	CS - Political Communications	200	2015
Alliance Blue Cross/Blue Shield	CS-Insurance	200	1995
Wyndham Vacation Ownership	CS-Travel	200	2009
Communications Solutions & Technology	Outsourcing	150	1997

* Data is Representative of Springfield Metro Area