## **Call Centers Wages & Salaries**

## Occupational Wage Estimates - Springfield Metro Area Bureau of Labor Statistics

Position	<u>Mean</u> Hourly Wage	<u>Mean</u> Annual Salary	<u>Median</u> Hourly Wage	
Telemarketing Sales Representative	\$9.88	\$ 20,550	\$ 8.70	
Customer Service Representative	\$ 11.67	\$ 24,274	\$ 12.55	

## Wage & Salary Survey - Springfield Associated Industries of Missouri

<u>Position</u>	<u>Average</u>	<u>Average</u>	Average Salary	
	<b>Hourly Wage</b>	Annual Salary	<b>Lower 1/3</b>	<u>Upper 1/3</u>
Call Center Customer Service Rep.	\$ 12.77	\$ 26,556	\$ 23,025	\$ 29,307
Customer Service Representative	\$ 14.75	\$ 30,690	\$ 28,392	\$ 32,205
Customer Service Supervisor	\$ 18.71	\$ 38,917	\$ 29,801	\$ 49,558
Customer Service Manager	\$ 25.55	\$ 53,145	\$ 43,278	\$ 58,842

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