

Call Centers Wages & Salaries

Occupational Wage Estimates - Springfield Metro Area Bureau of Labor Statistics

<u>Position</u>	<u>Mean Hourly Wage</u>	<u>Mean Annual Salary</u>	<u>Median Hourly Wage</u>
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 Hourly Wage</u>	<u>Average Annual Salary</u>	<u>Average Salary</u>	
			<u>Lower 1/3</u>	<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