

Call Centers Springfield Metro Area

<u>Company</u>	<u>Business</u>	<u>Employees</u>	<u>Opened</u>
Chase Card Services (formerly BankOne)	Customer Service – Credit Card	1650	1998
T-Mobile USA	Customer Service – Telecommunications	820	2006
American National Property & Casualty	Customer Service – Insurance	785	1974
TeleTech	Customer Service – Technical Support	650	2007
AT&T	Customer Service – Billing	450	1988
Bass Pro Shops	Catalog / Retail	275	1985
Strategic Fundraising Inc.	Outsourcing	215	2000
Alltel Communications	Customer Service – Telecommunications	200	1994
Alliance Blue Cross / Blue Shield	Customer Service – Insurance	200	1995
Surrey Vacations (Grand Crowne Resorts)	Telemarketing	200	1991
Communication Solutions & Technology	Outsourcing	150	1997
Sunrise Service Associates	Outsourcing	140	1998

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