

## CUSTOMER SERVICE AND CALL CENTRE

<b>Job Title</b>	<b>Dublin € 000</b>	<b>South € 000</b>	<b>West € 000</b>	<b>North West € 000</b>	<b>Midlands € 000</b>
Operations Director (Shared Services Centre)	80-120	80-110	80-95	65-85	65-85
Shared Service Manager	65-95	60-85	60-80	60-70	60-70
Call Centre Manager & Language	60-90	55-85	50-80	60-70	60-70
Customer Service Manager	55-70	45-60	45-55	45-55	45-55
Customer Service Supervisor	45-55	35-45	52-45	30-40	30-40
Customer Service Team Leader	35-45	30-40	30-40	28-35	28-35
Customer Service Agent (3+ yrs exp)	25-30	22-25	22-25	20-25	20-25
Customer Service Agent (0-3 yrs exp)	21-25	18-24	18-23	18-22	18-22
Customer Service Agent & Language (3 + yrs exp)	28-35	20-26	20-25	20-25	20-25
Customer Service Agent & Language (0 -3 yrs exp)	21-25	18-24	18-24	18-22	18-22
Telesales Manager	45-60	35-50	35-50	30-45	30-45
Telesales Supervisor	40-50	35-45	35-45	25-35	25-35
Inbound Telesales	20-25	18-22	18-22	18-22	18-22
Outbound Telesales	20-25	18-22	19-23	19-22	19-22
Direct Marketing Specialist	25-30	22-30	22-30	20-25	20-25