



Contact Centre

Balancing rising wage expectations – including increases to the minimum and living wages – with career development will be key for the Contact Centre industry in 2025. Equally important is valuing the strong people skills and empathy, which are essential for customer-facing roles.

Contact Centre Salary Guide

JOB TITLE	AUCKLAND		WELLINGTON		WAIKATO & BAY OF PLENTY		CHRISTCHURCH	
	Low	High	Low	High	Low	High	Low	High
Contact Centre Manager/Customer Service Manager/Customer Service & Sales Manager	115	200	110	190	100	130	110	180
Team Leader	70	100	70	110	70	90	70	100
Trainer/Team Coach	65	95	65	90	70	90	70	90
Claims Manager/Senior Claims Consultant	80	110	75	90	65	80	70	80
Claims Consultant	62	85	62	78	65	80	65	78
Telephone Account Manager/Inside Sales	68	85	60	80	60	75	65	75
Retention Representative	60	70	60	70	60	70	60	70
Collections Officer	62	75	55	70	60	70	65	75
Lending Officer	60	70	60	65	60	70	60	65
Customer Service Representative - Inbound	52	65	55	65	60	65	52	67
Customer Service Representative - Outbound	52	65	52	60	52	65	52	65
Outbound Sales/Telesales Consultant	60	70	55	65	60	65	60	67
Workforce Manager	95	130	85	120	90	120	85	120
Workforce Planner/Scheduler	75	110	75	100	75	95	75	115

Salary range in NZD \$'000s