

Contact Centre & Customer Service Salary Guide

JOB TITLE	AUCKLAND		WELLINGTON		WAIKATO & BAY OF PLENTY		CHRISTCHURCH	
	Low	High	Low	High	Low	High	Low	High
Claims Consultant	65	85	70	95	65	80	70	80
Claims Manager/Senior Claims Consultant	80	110	75	120	65	80	65	80
Collections Officer	62	70	55	70	60	70	65	75
Contact Centre Manager/Customer Service Manager/Customer Service & Sales Manager	115	200	110	190	100	130	110	150
Customer Service Representative – Home Based	52	60	55	60	60	65	60	65
Customer Service Representative – Inbound	55	65	55	65	60	65	60	70
Customer Service Representative – Outbound	55	65	55	65	60	65	60	68
Lending Officer	60	70	60	65	60	70	60	70
Outbound Sales/Telesales Consultant	60	70	55	65	60	75	65	70
Retention Representative	60	70	60	70	60	70	60	70
Team Leader	70	100	70	110	70	90	75	100
Telephone Account Manager/Inside Sales	68	85	60	80	60	75	65	75
Trainer/Team Coach	70	95	70	90	70	90	70	90
Workforce Manager	95	170	85	120	85	115	85	120
Workforce Planner/Scheduler	75	110	75	100	75	100	75	115

Salary range in NZD \$'000s