

M.E.R. | *McDaniel Executive Recruiters*
Search, Placement & Consulting Solutions

2007 Call Center Salary Report – (US)

Overview:

M.E.R. Inc. is a specialized executive search firm dedicated to the Managed Services, Transactional Outsourcing and Direct Marketing Industry. Growth rates in professional services for both managed services and transactional outsourcing continues to set record pace and our firm is well positioned to continue to meet the growing demand for executive talent in this arena.

Managed Services includes a wide range of professional services in outsourcing, CRM, BPO, direct marketing, customer care, help desk, call center, etc. We placed globally for our clients in sales, marketing, operations, and HR disciplines.

If your company has any form of customer interaction center, (inside sales, inbound care, outbound sales and service, help desk, technical support, anything evolving around a customer interaction process, our firm has placed in this area. We represent over 15,000 industry experts that have proven how to implement a customer strategy, maintain and grow profitable relationships with your customers.

Background:

In January 2006, M.E.R. published the “2006 Call Center Employment Outlook Report and Staying Competitive with you Management Compensation report in 2004. Both of these reports and all other of our white papers can be found on our web site at www.justcareers.com

Our last call center compensation report was produced in 2004 and we felt it required updating with current trends. Response to salary data and information, draws a significant amount of interest and our goal is to continue to provide industry related information that is both useful and provides value add.

The growth of call centers as a channel to answer and response to customers continues to increase and “worth what paid for” in a call center seems to be a common question. Our firm has benchmarked a number of call center related positions and the comparable salaries in each. These confirmations have been gathered from hundreds of candidate interviews used in our daily operations.

If you have a question on a position that we have not listed, please respond with your questions and I would be happy to provide what our view has been.

I also would welcome your kind response to this report of what your observations have been in the salary data contained. This continues to help us validate our findings and information provided to our readership.

Chad McDaniel
President
M.E.R. Inc
mcdaniel@justcareers.com
866-991-3555 (Toll-Free)

*Report attached

Call Center Operations:

Position:	Compensation – Low	Compensation - High
Call Center Supervisor In-House	\$38,600	\$49,200
Call Center Supervisor Outsourced	\$26,400	\$39,600
Call Center Manager In-House	\$52,500	\$69,800
Call Center Manager Outsourced	\$41,200	\$58,700
Call Center Director In-House	\$82,500	\$99,100
Call Center Director Outsourced	\$72,300	\$92,700
VP Call Center Operations	\$90,400	\$135,000

Call Center Support Positions:

Position:	Compensation – Low	Compensation - High
Workforce Manager	\$50,000	\$75,000
Account Manager – Client Services	\$60,000	\$85,000
Quality Manager – Call Center	\$45,000	\$65,000
HR Manager – Call Center	\$50,000	\$75,000
Telecom Manager – Call Center	\$75,000	\$105,000
Reports Manager – Call Center	\$35,000	\$55,000

Call Center Sales:

Position:	Compensation – Low	Compensation - High
Inside Sales Manager	\$80,000	\$105,000
Telemarketing Manager	\$65,000	\$89,000
Telemarketing Director	\$77,000	\$100,000
VP Sales – Call Center	\$80,000	\$130,000

Note:

- All positions listed are “base” salaries listed in US dollars for US positions only
- Data includes averages of all regions (NE, SW, SE, Midwest, etc).
- Data has been collected from recent candidate/market interviews

What our Recruiters have observed in the marketplace:

Barb Tyrchniewicz:

I have noticed there are a lot of individuals displaced because of acquisitions and mergers and they may be driving the market price down. Some candidates are taking on roles that they may be overqualified for. This experience level then could become an expectation to hiring authorities. The requirement to offshore in remaining competitive has caused some call center outsourcers to be creative with their salaries in North America. One last area that I have noticed is that consultants who are in the role for 4 or 5 years entertaining a six figure salary will consider a lower salary in the \$90 - 95K range for Site Manager roles for some stability in their income.

Carolyn Welsh:

Employers are expecting more for the money (i.e. post secondary education = diverse experience (multiple hats) – limited relocation packages etc). Their profit margins continue to be tight in a number of industries, driving the continued more for the hire paid salary.

Nancie DeVita:

I would say base salaries have really been flat for the past 2 years. I would say average Site Directors of site with more than 300 seats are in the \$80K to \$100 range, Operations Managers are in the \$45-\$65K range.

Andy Young:

I would say the tier A sales hunters (5,000,000 Quota annually) are getting base packages in the \$120 to \$150 K range with aggressive 3 year commission components.

The tier B sales roles (2,000,000 to 4,000,000 million players) are more in the \$80 to \$120 K range with similar commission structure.

The offshore market continues to grow and competition for this talent has increased salaries for strategic offshore expertise.