

2002 Call Center Agent Wage and Benefit Survey

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The NAEO wage and benefit survey was conducted over the second and third quarter of 2002. There were 42 responses to the survey. This results in a large enough response to offer a meaningful summary and analysis for the entire group, but not an adequate number to analyze cross sections, such as by market size, geographic region, type of service, or a wage to benefit package comparison.

Overview

Based on responses to the NAEO wage and benefit survey, the following averages were calculated or projected. As will be covered later, there is no connection between starting (training) wage and an area's unemployment rate. There is some, but an inconsistent, correlation between starting (training) wage and an area's cost of living index.

Category	Ave	Notes
ACCRA cost of living index	112.0	Based 74% reporting; range is from 90.6 to 183.0
Unemployment rate	4.7%	
Percent part time	45.4%	
Percent full time	54.5%	
Training wage	\$ 8.10	Two (5%) reported minimum wage
Wage after training	\$ 8.51	Two (5%) reported minimum wage
Review frequency (months)	6.4	The range was 1 to 12 months
Wages adjusted after (months)	9.9	The range was 3 to 12 months
Average annual wage increase	5.0%	
Average wage for less than 1 year	\$ 8.61	
Average wage for 1 To 2 years	\$ 9.70	
Average wage for 2 to 5 years	\$10.56	
Average wage for 5 or more years	\$12.05	
Eligible for benefits after (months)	4	The range was immediately to 12 months
Weekly hours for benefits	34.5	Five (12%) do not offer any benefits

Benefits

Benefits offered to staff varied greatly. On average, employees needed to work 34.5 hours a week to qualify for full-time benefits. Here is the summary of the full-time benefits offered.

Benefits Offered (full-time)*	Count	Percent
Life Insurance	24	57%
Paid holidays (4 or more)	22	52%
Voice mail	18	43%
Retirement	17	40%
Health insurance	12	29%
Dental insurance	9	21%
Pager	9	21%
Tuition	7	17%
Optical insurance	6	14%
Paid holidays (3 or less)	5	12%
Cell phone	3	7%
Child care	2	5%

Benefits for part-time staff are shown below:

Benefits Offered part-time)*		
Health insurance	30	71%
Dental insurance	19	45%
Retirement	15	36%
Optical insurance	11	26%
Life insurance	8	19%

* Employees are eligible for benefits after an average of 4 weeks (the range is immediately to one year)

Raises

Eligibility for raises occurred at various points. (Note that the total exceeds 100 percent, due to respondents indicating multiple responses.)

<u>Eligible for raise after</u>	<u>Count</u>	<u>Percent</u>
after performance review	28	66.7%
completion of training	20	47.6%
after X hours of employment	7	16.7%

Bonuses

Performance bonuses were given based on a variety of criteria. Note that 35.7% did not give performance bonuses. The percentages for each response are shown for both the entire database and those who offer performance bonuses.

<u>Performance bonuses are based on</u>	<u>Count</u>	<u>Percent</u>	<u>Percent of those who give performance bonuses</u>
attendance	21	50.0%	77.8%
monitoring	14	33.3%	51.9%
calls answered	9	21.4%	33.3%
hold time	6	14.3%	22.2%
average time to answer	6	14.3%	22.2%
not applicable	15	35.7%	-

Cost of Living Considerations

The labor market for each respondent was compared to the cost of living data compiled and reported by ACCRA. There is a slight correlation between that starting wage and the cost of living index for the first three quartiles, but this trend does not continue to the final quartile. Since the connection is inconclusive, the details of the ACCRA study will not be detailed. For more information, go to www.accra.org.

Quartile	Range Covered	Starting Wage
First Quartile	90.6 to 98.4	\$ 7.11
Second Quartile	98.7 to 100.2	\$ 7.88
Third Quartile	100.6 to 108.2	\$ 8.38
Fourth Quartile	108.2 to 183	\$ 8.28

Unemployment Rate

For each range in unemployment rates, the average starting wage was determined. This is shown in the chart below. There was no correlation between the reported unemployment rate and starting wage.

Unemployment Rate	Starting wage
Under 5%	\$ 8.02
5-7%	\$ 7.85
7-10%	\$ 9.60
10+%	\$ 6.18

Specific Survey Questions

The following charts give details for specific questions on the survey.

Type of Service		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
TAS	28	66.7%
Inbound Call Center	7	16.7%
Inbound/Outbound Call Center	4	9.5%
<u>Hospital</u>	<u>3</u>	<u>7.1%</u>
Total	42	100.0%

Unemployment Rate		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
Under 5%	21	50.0%
5-7%	15	35.7%
7-10%	5	11.9%
<u>10%+</u>	<u>1</u>	<u>2.4%</u>
Total	42	100.0%

Part Time Percentage		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
Less than 20%	11	26.2%
21-50%	14	33.3%
51-75%	12	28.6%
<u>76%+</u>	<u>5</u>	<u>11.9%</u>
Total	42	100.0%

Full time percentage		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
Less than 20%	4	9.5%
21-50%	18	42.9%
51-75%	10	23.8%
<u>76%+</u>	<u>10</u>	<u>23.8%</u>
Total	42	100.0%

Training Wage		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
Minimum Wage	2	4.8%
Under \$7.00	6	14.3%
\$7-\$7.99	12	28.6%
\$8-\$8.99	17	40.5%
\$9-\$9.99	2	4.8%
\$10-\$11.99	1	2.4%
<u>\$12+</u>	<u>2</u>	<u>4.8%</u>
Total	42	100.0%

Rate After Training		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
Minimum Wage	1	2.4%
Under \$7.00	6	14.3%
\$7-\$7.99	6	14.3%
\$8-\$8.99	15	35.7%
\$9-\$9.99	9	21.4%
\$10-\$11.99	3	7.1%
<u>\$12+</u>	<u>2</u>	<u>4.8%</u>
Total	42	100.0%

Review Frequency		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
No specific increments	6	14.3%
Monthly	7	16.7%
Quarterly	7	16.7%
Semi-Annually	10	23.8%
<u>Annually</u>	<u>12</u>	<u>28.6%</u>
Total	42	100.0%

Wages Adjusted		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
As needed	18	42.9%
Quarterly	1	2.4%
Semi-Annually	7	16.7%
<u>Annually</u>	<u>16</u>	<u>38.1%</u>
Total	42	100.0%

Wage adjustment based on		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
Length of Service	3	7.1%
Performance Reviews	18	42.9%
<u>Both</u>	<u>21</u>	<u>50.0%</u>
Total	42	100.0%

Average Annual Increase		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
Less than 2%	4	9.5%
3-5%	25	59.5%
6-8%	8	19.0%
8-10%	4	9.5%
<u>10%+</u>	<u>1</u>	<u>2.4%</u>
Total	42	100.0%

Average Pay: > 1 year		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
\$7-\$7.99	13	31.0%
\$8-\$8.99	19	45.2%
\$9-\$9.99	5	11.9%
<u>\$10+</u>	<u>5</u>	<u>11.9%</u>
Total	42	100.0%

Average Pay: 2 to 5 years		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
\$8-\$8.99	7	16.7%
\$9-\$9.99	10	23.8%
\$10-\$11.99	18	42.9%
<u>\$12-\$14</u>	<u>7</u>	<u>16.7%</u>
Total	42	100.0%

Average Pay: 5 or more years		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
\$8-\$8.99	3	7.1%
\$9-\$9.99	3	7.1%
\$10-\$11.99	12	28.6%
\$12-\$14	20	47.6%
<u>\$14+</u>	<u>4</u>	<u>9.5%</u>
Total	42	100.0%

Number of hours per week to qualify for benefits		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
NA	5	11.9%
15-19	1	2.4%
20-31	5	11.9%
32+	28	66.7%
<u>40+</u>	<u>3</u>	<u>7.1%</u>
Total	42	100.0%

Eligibility for benefits		
<u>Response</u>	<u>Total</u>	<u>Percent</u>
NA	5	11.9%
At Hire	5	11.9%
After 3 mos.	19	45.2%
After 6 mos.	11	26.2%
<u>After one year</u>	<u>2</u>	<u>4.8%</u>
Total	42	100.0%