

# Cash Compensation Report

## Clerical, Administrative & General Support

### 1021 Customer Service Representative

Maintains positive customer relations by enabling a positive exchange between the end customer and the organization. Duties may include processing orders, responding to customer inquiries and complaints, and coordinating activities with other departments as necessary. May be responsible for contacting customers for pricing information, scheduling, and delivery. Maintains customer service records and prepares required reports.

27 Organizations and 364 Employees are matched to this job

DEGREE OF MATCH	# Empls	Private Sector						Public Sector						Not-for-Profit Sector						Public / Not-for-Profit Sector					
		# Orgs.	# Empls.	P25	Median	P75	Avg.	# Orgs.	# Empls.	P25	Median	P75	Avg.	# Orgs.	# Empls.	P25	Median	P75	Avg.	# Orgs.	# Empls.	P25	Median	P75	Avg.
Match	333																								
More than description	26																								
Less than description	4																								
Target Base Salary (\$)	Org. Wtd.	9	77	32,885	39,000	40,098	37,686	4	177	30,493	52,169	53,249	52,880	3	3	*	*	*	40,436	7	180	30,493	51,089	55,595	47,547
	Emp. Wtd.	9	77	34,667	35,360	41,871	37,880	4	177	30,493	53,249	53,249	45,784	3	3	*	*	*	40,436	7	180	30,493	53,249	53,249	45,695
Target Bonus (% of Salary)	Org. Wtd.	4	53	1.50	3.48	5.00	3.69	0	0	*	*	*	*	0	0	*	*	*	*	0	0	*	*	*	*
	Emp. Wtd.	4	53	2.00	5.00	5.00	3.75	0	0	*	*	*	*	0	0	*	*	*	*	0	0	*	*	*	*
Actual Base Salary (\$)	Org. Wtd.	18	139	31,000	37,912	44,375	38,848	6	221	35,909	44,521	67,241	49,896	3	3	*	*	*	40,528	9	224	35,909	37,714	57,869	46,773
	Emp. Wtd.	18	139	28,267	35,360	54,286	41,455	6	221	30,493	44,043	53,249	43,087	3	3	*	*	*	40,528	9	224	30,493	44,043	53,249	43,053
Actual Bonus (\$)	Org. Wtd.	5	54	883	1,000	1,480	1,184	0	0	*	*	*	*	0	0	*	*	*	*	0	0	*	*	*	*
	Emp. Wtd.	5	54	513	582	1,475	906	0	0	*	*	*	*	0	0	*	*	*	*	0	0	*	*	*	*
Actual Other Cash (\$)	Org. Wtd.	4	24	775	2,680	3,556	2,337	0	0	*	*	*	*	1	1	*	*	*	*	1	1	*	*	*	*
	Emp. Wtd.	4	24	775	775	2,700	1,544	0	0	*	*	*	*	1	1	*	*	*	*	1	1	*	*	*	*
Total Cash (\$)	Org. Wtd.	18	139	31,775	38,564	45,258	39,551	6	221	35,909	44,521	67,241	49,896	3	3	*	*	*	40,711	9	224	35,909	37,714	58,419	46,834
	Emp. Wtd.	18	139	28,267	36,675	55,280	41,959	6	221	30,493	44,043	53,249	43,087	3	3	*	*	*	40,711	9	224	30,493	44,043	53,249	43,055

\* insufficient data for reporting

4 zero-amount Actual Bonus (\$) responses excluded

8 zero-amount Actual Other Cash (\$) responses excluded

	# of Orgs.	# of Emps.	Target Base Salary		Target Bonus		Actual Base Salary		Actual Bonus		Actual Other Cash		Total Actual Cash	
			Median (\$)	Avg. (\$)	Median (%)	Avg. (%)	Median (\$)	Avg. (\$)	Median (\$)	Avg. (\$)	Median (\$)	Avg. (\$)	Median (\$)	Avg. (\$)
<b>Number of Employees</b>														
Under 26	2	6	*	*	*	*	*	*	*	*	*	*	*	*
26 - 100	3	5	*	*	*	*	37,714	46,594	*	*	*	*	37,714	46,594
101 - 500	11	46	40,098	41,479	*	*	38,133	37,230	*	*	775	1,627	38,133	37,953
501 - 2,500	7	111	37,209	43,782	*	*	37,336	40,347	*	*	*	*	37,336	40,533
Over 2,500	4	195	*	*	*	*	53,006	52,133	*	*	*	*	53,408	52,446
<b>Industry Category</b>														
Community Services / Associations / Leisure	1	1	*	*	*	*	*	*	*	*	*	*	*	*
Education / Public Administration	3	45	*	*	*	*	37,336	36,986	*	*	*	*	37,336	36,986
Financial / Insurance	3	19	*	*	*	*	57,869	54,266	*	*	*	*	58,419	54,885
Manufacturing / Construction / Warehousing	10	162	40,098	43,242	*	*	40,716	41,144	1,000	1,318	2,166	2,166	42,494	41,964
Professional / Technical Services	3	33	*	*	*	*	53,954	51,798	*	*	*	*	56,634	52,841
Sales (Retail / Wholesale)	7	103	34,122	40,723	*	*	30,410	36,234	*	*	*	*	30,410	36,234
<b>Organizational Scope</b>														
<b>Annual Revenue</b>														
Under \$11 million	1	5	*	*	*	*	*	*	*	*	*	*	*	*
\$11 - \$50 million	5	24	*	*	*	*	34,827	34,970	*	*	*	*	34,827	35,836
\$51 - \$100 million	4	15	*	*	*	*	32,810	33,536	*	*	*	*	32,810	34,054
\$101 - \$500 million	5	58	37,209	39,571	*	*	37,690	36,633	*	*	*	*	38,995	36,894
Over \$500 million	6	213	46,124	49,858	*	*	53,006	52,008	883	790	*	*	53,408	52,383
<b>Annual Operating Budget</b>														
Under \$5 million	2	2	*	*	*	*	*	*	*	*	*	*	*	*
\$5 - \$10 million	1	1	*	*	*	*	*	*	*	*	*	*	*	*
\$11 - \$30 million	0	0	*	*	*	*	*	*	*	*	*	*	*	*
\$31 - \$100 million	0	0	*	*	*	*	*	*	*	*	*	*	*	*
Over \$100 million	3	45	*	*	*	*	37,336	43,705	*	*	*	*	37,336	43,888

\* insufficient data for reporting

4 zero-amount Actual Bonus (\$) responses excluded

8 zero-amount Actual Other Cash (\$) responses excluded

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