

2014 La Creme Salary Survey

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Salary trends and contract rates for office support and customer services positions in 2014, as well as expected compensation and benefit packages.

Benefit Type	Management	Non Management
Pension	5 - 8% employer contribution	5 - 7% employer contribution
Healthcare	Cover includes spouse and dependents for senior positions	Employee cover only for lower to mid level
Bonus	Up to 20%	Up to 10%
Annual Leave	21 - 25 days	20 - 22 days
Other	Employee Discount Scheme Education/training and Development Programmes Bike-to-work Scheme Annual Leave 22-25 days Subsidised Canteen Travel Expenses	

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Office Support Salaries

Role	Years' Experience	Dublin €	Cork €	Limerick €	Waterford €
Executive PA	0 - 3	25,000 - 30,000	24,000 - 28,000	23,000 - 28,000	23,000 - 28,000
	3 - 5	30,000 - 35,000	28,000 - 33,000	28,000 - 32,000	28,000 - 32,000
	5+	35,000 - 55,000	33,000 - 40,000	32,000 - 40,000	32,000 - 40,000
Senior PA	0 - 3	25,000 - 30,000	24,000 - 30,000	23,000 - 28,000	23,000 - 28,000
	3 - 5	30,000 - 38,000	30,000 - 35,000	28,000 - 30,000	28,000 - 30,000
	5+	38,000 - 55,000	35,000 - 40,000	30,000 - 38,000	30,000 - 38,000
Office Manager	0 - 3	26,000 - 32,000	25,000 - 30,000	23,000 - 28,000	23,000 - 28,000
	3 - 5	32,000 - 40,000	30,000 - 35,000	28,000 - 33,000	28,000 - 33,000
	5+	40,000 - 50,000	35,000 - 40,000	33,000 - 35,000	33,000 - 35,000
Secretary	0 - 3	22,000 - 25,000	22,000 - 25,000	19,000 - 22,000	19,000 - 22,000
	3 - 5	25,000 - 32,000	25,000 - 29,000	22,000 - 27,000	22,000 - 27,000
	5+	32,000 - 40,000	29,000 - 35,000	27,000 - 32,000	27,000 - 32,000
Receptionist	0 - 3	20,000 - 23,000	19,000 - 21,000	18,000 - 21,000	18,000 - 21,000
	3 - 5	23,000 - 30,000	21,000 - 26,000	21,000 - 23,000	21,000 - 23,000
	5+	30,000 - 32,000	26,000 - 30,000	23,000 - 26,000	23,000 - 26,000

Role	Years' Experience	Dublin €	Cork €	Limerick €	Waterford €
Administrator	0 - 3	22,000 - 28,000	22,000 - 26,000	20,000 - 24,000	20,000 - 24,000
	3 - 5	28,000 - 32,000	26,000 - 30,000	24,000 - 29,000	24,000 - 29,000
	5+	32,000 - 38,000	30,000 - 35,000	29,000 - 33,000	29,000 - 33,000
Sales Administrator	0 - 3	22,000 - 26,000	22,000 - 26,000	22,000 - 25,000	22,000 - 25,000
	3 - 5	26,000 - 30,000	26,000 - 30,000	25,000 - 29,000	25,000 - 29,000
	5+	30,000 - 35,000	30,000 - 35,000	29,000 - 32,000	29,000 - 32,000
Data Entry	0 - 3	19,000 - 21,000	19,000 - 21,000	17,000 - 19,000	17,000 - 19,000
	3 - 5	21,000 - 26,000	21,000 - 26,000	19,000 - 21,000	19,000 - 21,000
	5+	26,000 - 28,000	26,000 - 28,000	21,000 - 25,000	21,000 - 25,000
Purchasing Administrator/ Shipping Clerk	0 - 3	22,000 - 26,000	22,000 - 26,000	20,000 - 22,000	20,000 - 22,000
	3 - 5	26,000 - 32,000	26,000 - 30,000	22,000 - 26,000	22,000 - 26,000
	5+	32,000 - 35,000	30,000 - 35,000	26,000 - 30,000	26,000 - 30,000
Document Controller	0 - 3	22,000 - 28,000	22,000 - 26,000	20,000 - 22,000	20,000 - 22,000
	3 - 5	28,000 - 32,000	26,000 - 30,000	22,000 - 26,000	22,000 - 26,000
	5+	32,000 - 35,000	30,000 - 35,000	26,000 - 30,000	26,000 - 30,000

Role	Years' Experience	Dublin €	Cork €	Limerick €	Waterford €
Clerical Assistant	0 - 3	22,000 - 25,000	22,000 - 26,000	18,000 - 23,000	18,000 - 23,000
	3 - 5	25,000 - 32,000	26,000 - 30,000	23,000 - 26,000	23,000 - 26,000
	5+	32,000 - 35,000	30,000 - 35,000	26,000 - 30,000	26,000 - 30,000

Office Support Contract Rates

Role	Years Experience	Dublin €	Cork €	Limerick €	Waterford €
Personal Assistant	0 - 3	14 - 16	13 - 15	12 - 14	12 - 14
	3 - 5	16 - 20	15 - 18	14 - 16	14 - 16
	5+	20 - 23	18 - 20	16 - 18	16 - 18
Secretary	0 - 3	12 - 14	11 - 13	10 - 12	10 - 12
	3 - 5	14 - 16	13 - 14	13 - 14	13 - 14
	5+	16 - 23	14 - 18	14 - 17	14 - 17
Receptionist	0 - 3	10 - 11	9 - 11	9 - 11	9 - 11
	3 - 5	11 - 13	11 - 13	11 - 12	11 - 12
	5+	13 - 14	13 - 15	12 - 13	12 - 13
Administrator	0 - 3	11 - 13	11 - 13	10 - 12	10 - 12
	3 - 5	13 - 16	13 - 15	12 - 15	12 - 15
	5+	16 - 20	15 - 18	15 - 17	15 - 17
Data Entry Clerk	0 - 3	10 - 12	9 - 11	8 - 10	8 - 10
	3 - 5	12 - 13	11 - 13	10 - 11	10 - 11
	5+	13 - 14	13 - 14	11 - 13	11 - 13

*Figures shown reflect base salaries quoted in hourly rates

Customer Services Salaries

Role	Years Experience	Dublin €	Cork €	Limerick €	Waterford €
Customer Service Administrator	0 - 3	22,000 - 26,000	22,000 - 25,000	22,000 - 25,000	22,000 - 25,000
	3 - 5	26,000 - 30,000	25,000 - 30,000	25,000 - 30,000	25,000 - 30,000
	5+	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000
Switchboard Operator	0 - 3	21,000 - 23,000	19,000 - 21,000	19,000 - 21,000	19,000 - 21,000
	3 - 5	23,000 - 26,000	21,000 - 26,000	21,000 - 26,000	21,000 - 26,000
	5+	26,000 - 32,000	26,000 - 30,000	26,000 - 30,000	26,000 - 30,000
Customer Service Representative	0 - 3	20,000 - 22,000	19,000 - 21,000	19,000 - 21,000	19,000 - 21,000
	3 - 5	22,000 - 28,000	21,000 - 28,000	21,000 - 28,000	21,000 - 28,000
	5+	28,000 - 35,000	28,000 - 34,000	30,000 - 34,000	30,000 - 34,000
Customer Services rep with Languages	0 - 3	20,000 - 23,000	24,000 - 28,000	24,000 - 28,000	24,000 - 28,000
	3 - 5	23,000 - 28,000	28,000 - 35,000	28,000 - 35,000	28,000 - 35,000
	5+	28,000 - 35,000	35,000 - 40,000	35,000 - 40,000	35,000 - 40,000
Customer Services Team Leader	0 - 3	30,000 - 32,000	35,000 - 40,000	35,000 - 40,000	35,000 - 40,000
	3 - 5	32,000 - 40,000	40,000 - 45,000	40,000 - 45,000	40,000 - 45,000
	5+	40,000 - 50,000	45,000 - 55,000	45,000 - 55,000	45,000 - 55,000

Role	Years Experience	Dublin €	Cork €	Limerick €	Waterford €
Customer Services Manager	0 - 3	35,000 - 45,000	40,000 - 45,000	40,000 - 45,000	40,000 - 45,000
	3 - 5	45,000 - 50,000	45,000 - 50,000	45,000 - 50,000	45,000 - 50,000
	5+	50,000 - 70,000	50,000 - 60,000	50,000 - 60,000	50,000 - 60,000
Account Manager	0 - 3	26,000 - 30,000	25,000 - 30,000	25,000 - 30,000	25,000 - 30,000
	3 - 5	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000
	5+	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000
Account Manager with Languages	0 - 3	26,000 - 30,000	25,000 - 30,000	25,000 - 30,000	25,000 - 30,000
	3 - 5	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000
	5+	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000
Order Management Agent	0 - 3	26,000 - 30,000	25,000 - 30,000	25,000 - 30,000	2,000 - 30,000
	3 - 5	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000
	5+	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000
Order Management Agent with Languages	0 - 3	26,000 - 32,000	26,000 - 30,000	26,000 - 30,000	26,000 - 30,000
	3 - 5	32,000 - 38,000	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000
	5+	38,000 - 45,000	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000

Role	Years Experience	Dublin €	Cork €	Limerick €	Waterford €
Call Centre Manager	0 - 3	35,000 - 40,000	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000
	3 - 5	40,000 - 50,000	40,000 - 45,000	40,000 - 45,000	40,000 - 45,000
	5+	50,000 - 60,000	45,000 - 55,000	45,000 - 55,000	45,000 - 55,000
Call Centre Manager with language	0 - 3	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000
	3 - 5	45,000 - 55,000	45,000 - 50,000	45,000 - 50,000	45,000 - 50,000
	5+	55,000 - 60,000	50,000 - 60,000	50,000 - 60,000	50,000 - 60,000

Telemarketing Salaries

Role	Years Experience	Dublin €	Cork €	Limerick €	Waterford €
Telesales Manager	0 - 3	30,000 - 35,000	28,000 - 32,000	28,000 - 32,000	28,000 - 32,000
	3 - 5	35,000 - 45,000	32,000 - 38,000	32,000 - 38,000	32,000 - 38,000
	5+	45,000 - 55,000	38,000 - 45,000	38,000 - 45,000	38,000 - 45,000
Telesales Manager with language	0 - 3	30,000 - 45,000	30,000 - 35,000	30,000 - 35,000	30,000 - 35,000
	3 - 5	45,000 - 55,000	35,000 - 40,000	35,000 - 40,000	35,000 - 40,000
	5+	55,000 - 60,000	40,000 - 45,000	40,000 - 45,000	40,000 - 45,000

Role	Years Experience	Dublin €	Cork €	Limerick €	Waterford €
Inbound Telesales	0 - 3	20,000 - 24,000	19,000 - 24,000	19,000 - 24,000	19,000 - 24,000
	3 - 5	24,000 - 28,000	24,000 - 26,000	24,000 - 26,000	24,000 - 26,000
	5+	28,000 - 35,000	26,000 - 35,000	26,000 - 35,000	26,000 - 35,000
Inbound Telesales with language	0 - 3	22,000 - 27,000	21,000 - 26,000	21,000 - 26,000	21,000 - 26,000
	3 - 5	27,000 - 32,000	26,000 - 32,000	26,000 - 32,000	26,000 - 32,000
	5+	32,000 - 42,000	32,000 - 40,000	32,000 - 40,000	32,000 - 40,000
Outbound Telesales	0 - 3	20,000 - 26,000	19,000 - 24,000	19,000 - 24,000	19,000 - 24,000
	3 - 5	26,000 - 30,000	24,000 - 28,000	24,000 - 28,000	24,000 - 28,000
	5+	30,000 - 38,000	28,000 - 35,000	28,000 - 35,000	28,000 - 35,000
Outbound Telesales with language	0 - 3	23,000 - 28,000	22,000 - 28,000	22,000 - 28,000	22,000 - 28,000
	3 - 5	28,000 - 35,000	28,000 - 32,000	28,000 - 32,000	28,000 - 32,000
	5+	35,000 - 40,000	32,000 - 38,000	32,000 - 38,000	32,000 - 38,000

Legal support salaries

Role	Years' Experience	Dublin €	Cork €	Limerick €	Waterford €
Legal Secretary	0 - 3	20,000 - 30,000	20,000 - 26,000	20,000 - 26,000	20,000 - 26,000
	3 - 5	30,000 - 35,000	26,000 - 33,000	26,000 - 33,000	26,000 - 33,000
	5+	35,000 - 40,000	33,000 - 38,000	33,000 - 38,000	33,000 - 38,000
Legal Executive	0 - 3	25,000 - 30,000	22,000 - 26,000	22,000 - 26,000	22,000 - 26,000
	3 - 5	30,000 - 40,000	26,000 - 35,000	26,000 - 35,000	26,000 - 35,000
	5+	40,000 - 50,000	35,000 - 45,000	35,000 - 45,000	35,000 - 45,000
Paralegal	0 - 3	22,000 - 28,000	21,000 - 26,000	21,000 - 26,000	21,000 - 26,000
	3 - 5	28,000 - 40,000	26,000 - 36,000	26,000 - 36,000	26,000 - 36,000
	5+	40,000 - 50,000	36,000 - 48,000	36,000 - 48,000	36,000 - 48,000

Legal support contract rates

Role	Years' Experience	Dublin €	Cork €	Limerick €	Waterford €
Legal Secretary	0 - 3	10 - 16	10 - 15	10. - 15	10. - 15
	3 - 5	16 - 18	15 - 17	15 - 17	15 - 17
	5+	18 - 20	17 - 20	17 - 20	17 - 20

*Figures shown reflect base salaries quoted in hourly rates

Previous Salary & Benefits Guides

- [2018 Salary Guide](#)
- [2017 Salary & Benefits Guide](#)
- [2016 Salary & Benefits Guide](#)

- [2015 Salary & Benefits Guide](#)
- [2013 Salary & Benefits Guide](#)
- [2012 Salary & Benefits Guide](#)