

2013 Salary Survey

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CUSTOMER SERVICE

Permanent

Role	Low €	High €
Customer Services rep (0-2 yrs)	20	24
Customer Services rep (2-4 yrs)	24	30
Customer Services rep with Languages (0-2 yrs)	23*	25*
Customer Services rep with Languages (2-4 yrs)	25*	35*
Customer Services Team Leader	30	40
Customer Services Manager	35	60
Account Manager	28	40
Account Manager with Languages	28*	40*
Order Management Agent	25	35
Order Management Agent with Languages	25*	35*

*Salary may vary depending on language required

OFFICE SUPPORT - Personal Assistants

Permanent

Role	Low €	High €
Executive PA	35	55
Senior PA	30	45
Office Manager	30	55
Secretary (3+ yrs)	25	38
Secretary (1-3yrs)	22	31
Secretary (0-1 yrs)	20	25
Receptionist (3+ yrs)	25	35
Receptionist (1-2 yrs)	21	26
Receptionist (0-1 yrs)	19	22
Administrator (3+ yrs)	25	35
Administrator (0-3 yrs)	20	28
Sales Administrator	20	30
Data Entry	19	28
Purchasing Administrator / Shipping Clerk	25	32
Document Controller	25	32
Clerical Assistant	20	25

OFFICE SUPPORT - Personal Assistants

Temporary

Role	Low p/h	High p/h
Legal Secretary	12	16
Personal Assistant	12	17
Secretary (3+ yrs)	11	15
Secretary (1-3 yrs)	10	13
Receptionist (3+ yrs)	12	14
Receptionist (0-2 yrs)	10	12
Secretary / Receptionist (1-2 yrs)	11	13

Role	Low p/h	High p/h
Administrator	10	15
Data Entry Clerk	10	12
Customer Service Administrator (3+ yrs)	11	15
Customer Service Administrator (1-3 yrs)	11	13
Switchboard Operator	10	14
Customer Service Representative	9	13
Office Junior	9	11

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