

## 2024 National Wage & Salary Survey

**Customer Service Representative I (Entry-level) - First of three levels of customer service work. The job typically requires high school graduate reading, communication, math and problem solving skills and no previous experience, or equivalent. Incumbents receive questions from customers and follow established procedures to provide answers or refer calls to appropriate staff. Typical questions are focused on order status, product information, account status, pricing, product or service. Incumbents follow established procedures and have readily available supervision.**

<u>Geographic Area</u>	<u>Number of Orgs</u>	<u>Number of Employees</u>	<u>Weighted Average</u>	<u>Median</u>
<b>TOTAL RESPONSES</b>	<b>355</b>	<b>2,658</b>	<b>\$43,091</b>	<b>\$43,018</b>
Florida (AAIM Employers' Association)	13	353	\$36,648	\$34,901
Hawaii - Honolulu/West Region (Hawaii Employers Council)	23	327	\$36,545	\$38,593
Illinois - Chicago & surrounding suburbs (HR Source)	25	186	\$41,339	\$43,888
Illinois (MRA-The Management Association)	9	41	\$46,080	\$45,602
Michigan - Detroit Metro (American Society of Employers)	5	38	\$44,792	\$39,914
Michigan - Grand Rapids/West Michigan (The Employers' Association)	24	93	\$42,930	\$42,432
Michigan - Saginaw/Bay/Midland (American Society of Employers)	18	167	\$43,010	\$38,722
Michigan - West Shoreline (Employers Association West Michigan)	6	13	\$39,297	\$42,029
Minnesota - Minneapolis/St. Paul Metro Area (MRA-The Management Association)	25	295	\$45,254	\$47,209
Minnesota - Non-Metro (MRA-The Management Association)	8	21	\$46,536	\$42,041
Montana (Associated Employers)	19	72	\$39,355	\$39,800
Ohio - Northeast (ERC)	33	102	\$48,895	\$48,913
Ohio - Northwest (The Employers' Association)	33	242	\$35,228	\$41,680
Oregon/Washington (Cascade Employers Association & United Employers Association)	22	163	\$41,305	\$41,795
Pennsylvania - Northeast (NEPA Manufacturers & Employers Association)	7	26	\$41,032	\$43,371
Southern New England - Connecticut/Massachusetts/Rhode Island (Employers Association of the Northeast)	8	33	\$44,817	\$45,692
Wisconsin - East Central Wisconsin (MRA-The Management Association)	10	40	\$45,189	\$44,230
Wisconsin - Milwaukee & Waukesha counties (MRA-The Management Association)	38	221	\$46,321	\$44,644
Wisconsin - North & West Central Wisconsin (MRA-The Management Association)	7	81	\$47,279	\$47,889
Wisconsin - Ozaukee & Washington counties (MRA-The Management Association)	6	7	\$45,907	\$43,555
Wisconsin - Racine & Kenosha counties (MRA-The Management Association)	8	86	\$49,392	\$48,847
Wisconsin - Southwest Wisconsin (MRA-The Management Association)	8	51	\$40,855	\$40,659

"—" indicates insufficient data

Data effective date: 1/1/2024