

AU\$ of base salary only

Salary Survey - Contact Centre/BPO	Low Range	High Range
Operations Director	140,000	185,000
Client Service Director	135,000	200,000
Contact Centre Director	125,000	250,000
General Manager- Sales & Service	140,000	200,000
Head of Customer Service/Sales	120,000	185,000
Vendor Manager	85,000	160,000
CRM Integration Manager	130,000	175,000
Acquisition Manager	110,000	135,000
Work Force Planning Manager	85,000	125,000
Campaign Manager	75,000	90,000
Operations Manager	90,000	125,000
Change Manager	100,000	130,000
Contact Centre Manager	75,000	130,000
Team Leader	45,000	80,000
Project Director	140,000	250,000
Program Manager	140,000	200,000
Project Manager	75,000	110,000
Business Analyst	85,000	150,000
Telesales Manager	65,000	100,000
Sales Manager	65,000	120,000
IT Helpdesk Manager	70,000	100,000
Back Office Manager	80,000	110,000
Reporting Manager	80,000	110,000
Reporting Analyst	50,000	75,000
Scheduler/Forecaster	50,000	65,000
Real Time Analyst	50,000	65,000
Dialer Manager	75,000	100,000
Telephony Manager	85,000	130,000
Process Improvement Manager	90,000	130,000
QA Manager	75,000	90,000
Collections Manager	80,000	125,000

Vendors	Low Range	High Range Notes	
Director	175,000	300,000	
General Manager- Sales	120,000	250,000	
Client Service Manager	100,000	200,000	
Sales Manager	100,000	150,000	Base likely to be around 60/40 split with commission
Business Development Manager	80,000	140,000	Base likely to be around 60/40 split with commission
Solutions Consultant	70,000	120,000	May have commission component
Account Manager	60,000	140,000	Base likely to be around 60/40 split with commission
Customer Service Manager	45,000	100,000	Salary is dependent on whether an agent or a Manager of a team
Implementation Manager	75,000	130,000	
Business Analyst	50,000	120,000	
Program Manager	135,000	165,000	
Project Manager	75,000	150,000	
Consultant	150,000	220,000	

Continued

IT&T	Low Range	High Range Notes
CIO and CTO	150,000	280,000
Programme Director/Manager	140,000	180,000
Project Manager	110,000	150,000
Enterprise Architect	130,000	170,000
Solution and System Architect	90,000	150,000
Systems Development Manager	110,000	160,000
Infrastructure Manager	110,000	160,000
IT Manager	90,000	140,000
Business Analyst	65,000	110,000
Systems Developer	55,000	110,000
Network Engineer	70,000	120,000
Systems Administrator	70,000	120,000
Technical Support	40,000	90,000