

The following table, from *Customer Service Newsletter's* annual Salary and Benchmarking Survey, looks at regional differences in pay for a variety of customer service positions.

— **Editor**
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www.CustomerServiceGroup.com

Regional differences in pay for customer service personnel

Regions	Job titles				
	<i>Vice President Customer Service</i>	<i>Customer Service Director</i>	<i>Customer Service Manager</i>	<i>Customer Service Supervisor</i>	<i>Senior Customer Service Rep</i>
New England	NA	\$81,000	\$65,500	\$46,500	\$44,528
Mid-Atlantic	\$98,333	\$77,955	\$60,929	\$40,775	\$32,773
South Atlantic	NA	\$78,000	\$52,875	\$39,632	\$33,648
East North Central	NA	\$81,166	\$55,357	\$41,315	\$32,833
West North Central	\$104,000	\$71,250	\$56,930	\$42,411	\$33,083
South Central	\$96,500	\$80,083	\$49,215	\$36,037	\$30,097
Mountain	NA	\$78,333	\$57,393	\$36,139	\$31,885
Pacific	NA	\$71,326	\$57,666	\$46,374	\$40,739
Canada (U.S. dollars)	\$120,000	\$83,333	\$55,142	\$40,750	\$32,833

Regions	Job titles			
	<i>Customer Service Rep</i>	<i>Entry-level CSR</i>	<i>Data Entry Clerk</i>	<i>Technical Support Rep</i>
New England	\$34,173	\$26,660	\$24,400	\$44,666
Mid-Atlantic	\$28,729	\$24,206	\$21,200	\$34,155
South Atlantic	\$28,038	\$22,784	NA	\$28,000
East North Central	\$28,871	\$24,633	\$22,414	\$35,166
West North Central	\$28,116	\$25,232	\$23,229	\$29,613
South Central	\$26,568	\$22,592	\$23,056	NA
Mountain	\$26,946	\$24,666	\$17,840	NA
Pacific	\$33,504	\$28,612	\$26,629	\$38,205
Canada (U.S. dollars)	\$28,928	\$25,666	\$24,333	\$31,233