

WageScape

State of Pay · What employers are advertising this quarter

CUSTOMER SERVICE & CONTACT CENTER · Q2 2026

**The entry role has converged.
The leadership track hasn't.**

2.71× CSM vs Associate

Customer Success Manager pays 2.71× Customer Service Associate at the median this quarter (\$78,800 vs \$29,120) — the widest premium of any of the 4 new verticals — while Customer Service Representative, the anchor entry role, is this vertical's tightest, most converged band (1.38×).

Postings analyzed: Apr 1 – Jun 30, 2026 · Government comparison: BLS OEWS May 2025

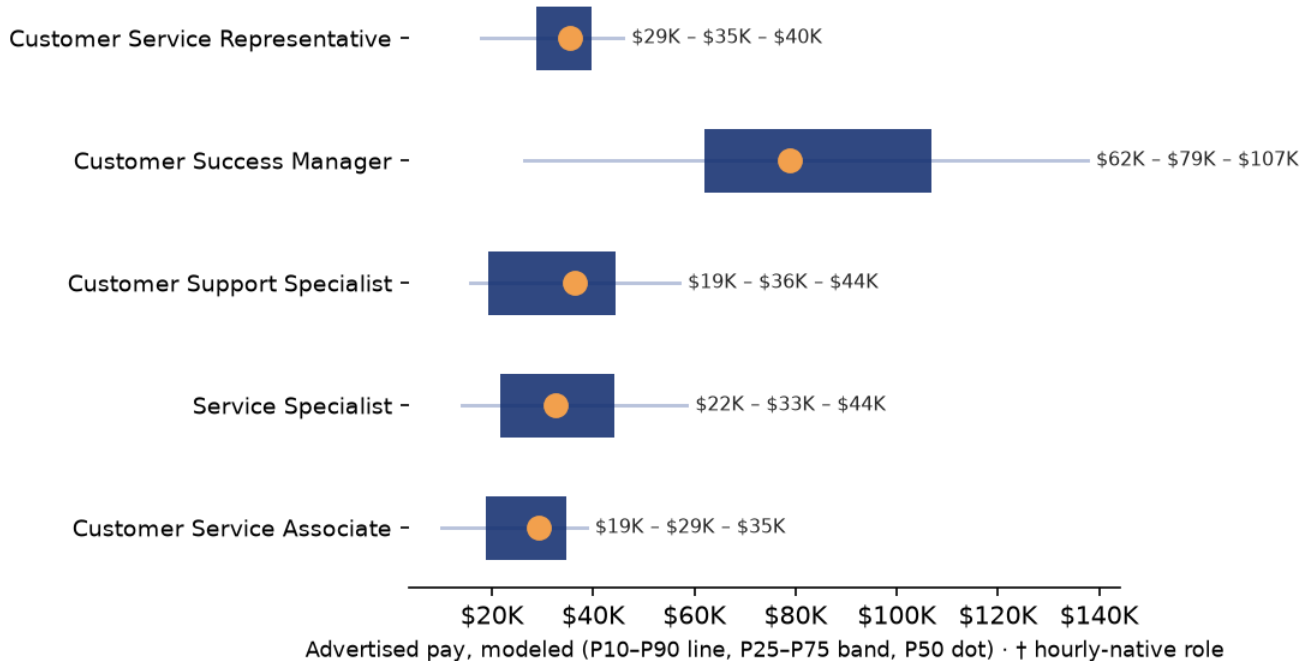
n = 1.3M postings · 5 core roles · 99K hiring companies · listing-weighted · WageScape / MarketTrak

Pay levels are modeled from postings and directional — structure (spread, premiums, geography) is the signal. BLS check and method inside.

CUSTOMER SERVICE & CONTACT CENTER · THE PAY SPECTRUM · ADVERTISED, Q2 2026

No role has one market rate

The pay band, role by role — P25 / P50 / P75



Three structural reads

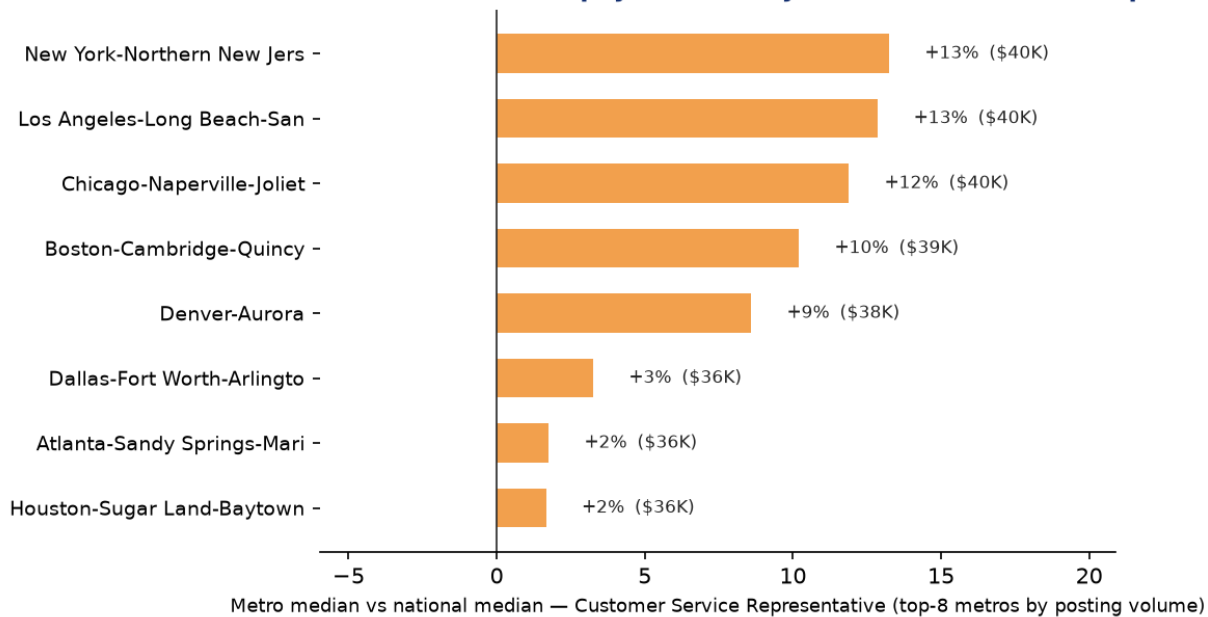
1. The widest band: Customer Support Specialist. P75 (\$44K) pays 2.3× P25 (\$19K). A single “market rate” for this role is a fiction — set bands, not points.
2. The tightest band: Customer Service Representative (1.4×). Here the market HAS converged — posting outside \$29K–\$40K is a deliberate strategy, not noise.
3. Where the band skews: Customer Service Representative's midpoint sits high in its band — the bottom half is 1.5× as wide as the top. Offers above midpoint compress fast; the real competition is \$35K–\$40K. Position reqs against the skew, not just the midpoint.

Note: low tails for Customer Service Representative, Customer Support Specialist, Service Specialist, Customer Service Associate reflect part-time/hourly postings mixed into the title — read P10/P25 there as posting mix, not the market rate for the full-time role.

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The same job does not pay the same everywhere

Where the market pays differently — Customer Service Representative



Across the top-8 posting markets, the Customer Service Representative median runs from \$36K (Houston-Sugar Land-Baytown) to \$40K (New York-Northern New Jersey-Long Island) — a 11% geographic gap inside one role, this quarter. Demand is deep: 488K Customer Service Representative postings from ~46K hiring companies.

What comp teams should do this quarter

- Benchmark to the band, not the point. Quote \$29K–\$40K for Customer Service Representative, and decide deliberately where in the band each req should sit.
- Localize before you match. A national median mis-prices Customer Service Representative by up to 11% depending on metro — in premium metros, benchmark to the metro band, not the national band.
- Check your reqs against this quarter's floor. If a posting sits below P25, you are recruiting exclusively from the bottom quartile of advertised offers — make that a decision, not an accident.

The BLS check — we show our work

Every advertised median, next to its government benchmark. Postings measure the hiring market, not the incumbent one: hourly postings quote base starting rates — before differentials, overtime and tenure — and salaried posting cohorts skew junior. Advertised medians therefore typically sit below BLS; the gap is information, not error.

Role	WageScape P50	BLS median	Δ	BLS occupation
Customer Service Represen	\$35.3K	\$44.8K	-21.2%	Customer service representatives
Customer Success Manager	\$78.8K	\$44.8K	proxy ‡	Customer service representatives
Customer Support Speciali	\$36.4K	\$44.8K	-18.8%	Customer service representatives
Service Specialist	\$32.6K	\$44.8K	-27.2%	Customer service representatives
Customer Service Associat	\$29.1K	\$44.8K	-35.0%	Customer service representatives

BLS figures: OEWS May 2025 national medians (bls.gov); * = May 2024, latest published for that occupation. † hourly-native role, both figures per hour. Deltas computed from the printed values.
‡ Customer Success Manager has no distinct BLS occupation series; the benchmark shown is the closest available proxy (Customer Service Representatives), not a like-for-like title match, so no percentage delta is printed for this role.

Methodology

Source: WageScape / MarketTrak — advertised-posting data aggregated from public job postings. Period: Q2 2026 (single quarter; no period-over-period comparisons are made in this report). Sample: 1.3M postings across 5 core customer service & contact center roles, 99K hiring companies. National figures are listing-count weighted across metros. Every role is reported as a P25 / P50 / P75 spectrum (P10–P90 in charts); we never publish a lone median. Pay levels are modeled from postings (disclosed wages are rare); hourly-native roles are quoted per hour (annualized at 2,080 hours in charts). Structural signals — spread ratios, role premiums, metro differentials, demand concentration — are ratio-based and robust to level bias. Aggregates only; no individual compensation is shown. Every figure reproduces from a saved, dated query snapshot.

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