

New CE&S pay rates for 2025

(subject to a positive ballot)

Job Profile	New pay rate	Total % Increase
L8 - Customer Service Agent	24,621	4.2%
L8 - Credit & Debt Agent	26,145	4.2%
L8 - Contact Sales Agent	28,393	11.3%
L8 - Revenue Protection Field Operator	28,393	8.2%
L8 - Sales Solutions Agent	28,393	11.3%
L8 - Senior Sales Support Agent	28,393	5.3%
L8 - Warrant Scheduler	28,393	5.3%
L8 - Customer Resolution Agent	29,000	7.5%
L8 - Scheduler	29,000	7.5%
L8 - Billing Analyst	30,698	4.9%
L8 - Broker Sales	30,698	4.9%
L8 - Direct Sales Specialist	30,698	4.9%
L8 - Workforce Analyst	30,698	9.2%
L8 - Customer Service Coach	32,082	7.2%
L8 - Customer Service Specialist	32,082	7.2%
L8 - Senior Credit & Debt Agent	32,082	7.2%
L8 - Senior Quality & Improvement Analyst	32,082	7.2%
L8 - Senior Workforce Analyst	32,082	7.2%
L8 - Senior Billing Analyst	33,455	5.3%
L8 - Specialist Credit & Debt Agent	33,455	5.3%
L8 - Specialist Customer Service Agent	33,455	5.3%
L8 - Specialist Quality & Improvement Analyst	33,455	5.3%
L8 - Specialist Workforce Analyst	33,455	5.3%
L8 - Senior Revenue Protection Field Operator	33,818	4.2%
L8 - Technical Sales Advisor	39,006	4.7%
L8 - Sales Training Specialist	39,006	8.7%

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