Contact Centre

Remuneration report – New Zealand
Information pack 2015

Risk. Reinsurance. Human Resources.
With the support of leading and public sector organisations, Aon Hewitt is calling for subscribers to join New Zealand’s sole Contact Centre industry specific remuneration survey.

New Zealand Contact Centre Remuneration Report.

The Contact Centre Remuneration Report provides organisations with accurate, reliable and comprehensive information on the New Zealand Contact Centre pay market. The report combines data from both corporate based call centres, as well as call centre specialist organisations.

The Contact Centre Remuneration Report is run on a bi-annual basis, providing organisations with a balanced and comprehensive source of salary data for call centre roles.

Reports are released in March and September each year. Results are based on the salaries and benefits information over 4,200 individual employees from over 60 organisations across a multitude of sectors and industries.

Comprehensive remuneration and benefits tables are published for 20 separate positions.

For a list of all Participating Organisations, please visit us on +64 9 362 9290.
Why participate in an Aon Hewitt remuneration report?

As an Aon Hewitt remuneration report subscriber you have access to the very latest market data to ensure informed salary decisions within your organisation.

You also receive the high level of client service Aon Hewitt is known for, along with the following benefits:

Subscription includes

- **Online remuneration data** through Data Centre that can be filtered according to your specific data needs
- **Comprehensive data** on all the major elements of the remuneration package – salary, benefits and short and long-term incentives
- 12-month coverage of **actual salary movements and forecasts** for the coming year
- Invitations to biannual, participant only **Remuneration Forums** in Auckland, Wellington, Christchurch and Sydney.
- Access to results of industry-specific ‘pulse’ surveys on **market trends and practices**
- **Career Levels section** that provides separate remuneration tables for each job family which can be used to enhance job matching, or as an alternative source of data for non-standard positions
- Detailed, full-page **position descriptions** for all positions covered in the survey
- **Economic commentary** containing a summary of general trends, up-to-date national and global economic indicators and job vacancy data

From year to year we see many variations in the way organisations reward their employees. Some positions begin attracting a significantly higher rate of pay whilst others drop, as supply and demand for various skill-sets shift and change. As circumstances change organisations adjust their reward packages to get the most out of limited salary budgets.

Staying informed of these market movements is critical to ensure your reward strategies are still meeting your business needs whilst minimising costs. The money spent on a salary survey subscription can be made back many times over in savings on unnecessary salary costs and by retaining key talent.
Job families surveyed

**JOB FAMILY: MANAGEMENT**
- 49005 Call Centre General Manager
- 49010 Call Centre Manager
- 49015 Call Centre Manager - Premium/High Value Customers
- 49020 Assistant Call Centre Manager

**JOB FAMILY: INBOUND**
- 50005 Call Centre Team Leader - Inbound
- 50010 Senior Call Centre Representative
- 50015 Call Centre Representative

**JOB FAMILY: OUTBOUND**
- 51005 Call Centre Team Leader - Outbound
- 51010 Call Centre Officer - Outbound
- 51015 Telephone Account Manager
- 51020 Campaign Specialist
- 51025 Sales Administrator/Coordinator/Internal Sales Representative

**JOB FAMILY: PREMIUM/HIGH VALUE**
- 52005 Call Centre Team Leader - Premium/High Value Customers
- 52010 Senior Call Centre Officer - Premium/High Value Customers

**JOB FAMILY: CREDIT/COLLECTIONS**
- 14130 Credit / Collections Manager
- 14135 Credit / Collections Team Leader
- 14140 Senior Credit / Collections Officer
- 14145 Credit / Collections Officer

**JOB FAMILY: WORKFORCE MANAGEMENT**
- 54005 Resource Planning Manager
- 54006 Quality Assurance Manager - Call Centre
- 54010 Queue Manager
- 54015 Workforce Analyst
- 54020 Workforce Planner

**JOB FAMILY: TECHNICAL SUPPORT**
- 24125 Technical Support Centre Manager
- 55005 Technical Support Team Leader
- 55015 Solutions Support Specialist
- 55010 Solutions Support Analyst

**JOB FAMILY: SUPPORT/ADMINISTRATION**
- 56005 Call Centre Trainer
- 56010 Customer Operations - Support Services (Level 1)
- 56015 Customer Operations - Support Services (Level 2)

For detailed descriptions of all positions surveyed, please contact us on +64 9 362 9290
Sample position description

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Credit / Collections Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Code</td>
<td>14145</td>
</tr>
<tr>
<td>Career Level</td>
<td>2</td>
</tr>
</tbody>
</table>

**Responsible For**
Establishing the credit worthiness of customers by examining, evaluating and processing applications for credit or loans within pre-established policy guidelines.

**Reports To**
Credit Manager, Financial Controller.

**Supervises**
Typically no supervisory responsibilities although may supervise Collection Representatives.

**Main Activities**
- Investigating credit worthiness of potential customers prior to entering into business arrangements and/or existing customers prior to entering into extended business arrangements.
- Granting credit or recommending approval for credit within policy guidelines.
- Preparing reports on credit ratings on customers.
- Participating in studies of economic conditions in selected industries and recommending appropriate changes in credit limits and practices.
- Entering, maintaining and reconciling monthly debtor accounts.
- Ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels through contact with customers by telephone, letter and potential personal visitation.
- Recommending actions to be taken with delinquent accounts and bad debts and passing on outstanding debts for debt collection and/or further legal action.
- Processing all administrative material as required, processing computer returns and dealing with personal enquiries.

**Key Skills**
- Ability to limit debtors and implementing organisational Credit Control policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent written and oral communication skills.

**Internal Contacts**
Sales Managers, Sales Representatives, Sales Administrative staff, Operations staff, Warehouse and Dispatch staff.

**External Contacts**
Major Debtors, Debt Collection Agencies.

**Typical Experience**
A minimum of 12 months experience coupled with a recognised qualification - diploma or certificate.
Data submission

The provision of your organisation’s remuneration data is a condition of participation in Aon Hewitt salary surveys. This ensures the veracity of the data provided in the remuneration report. Our customised data input software RapidRem makes submitting remuneration data a simple process.

Aon Hewitt also provides participants the support of a dedicated remuneration specialist, who can assist with submitting your data and interpreting the survey results.

Data collection occurs bi-annually in November and again in June – with reports published in March and September.
## Remuneration data

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Credit / Collections Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Code:</td>
<td>14145</td>
</tr>
<tr>
<td>Career Level:</td>
<td>2</td>
</tr>
<tr>
<td>Sample Size:</td>
<td>256</td>
</tr>
<tr>
<td>No. of Organisations</td>
<td>21</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remuneration component</th>
<th>% Rec</th>
<th>Average</th>
<th>% of TFR</th>
<th>25th</th>
<th>50th</th>
<th>75th</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxable Base Salary (TBS)*</td>
<td>100%</td>
<td>45,332</td>
<td>96%</td>
<td>39,960</td>
<td>47,570</td>
<td>49,164</td>
</tr>
<tr>
<td>Salary sacrifice superannuation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salary sacrifice KiwiSaver</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nominal Base Salary (NBS)</td>
<td>100%</td>
<td>45,333</td>
<td>96%</td>
<td>39,960</td>
<td>47,570</td>
<td>49,164</td>
</tr>
<tr>
<td>Other cash*</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total fixed cash</td>
<td>100%</td>
<td>45,383</td>
<td>96%</td>
<td>40,053</td>
<td>47,771</td>
<td>49,164</td>
</tr>
<tr>
<td>Company superannuation</td>
<td>28%</td>
<td>2,117</td>
<td>4%</td>
<td>1,474</td>
<td>1,474</td>
<td>2,655</td>
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<tr>
<td>KiwiSaver employer superannuation</td>
<td>43%</td>
<td>994</td>
<td>2%</td>
<td>794</td>
<td>903</td>
<td>983</td>
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<tr>
<td>Car allowance*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Car parking (packaged)</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Company car (incl. FBT)</td>
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<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Health insurance (incl. FBT)</td>
<td>11%</td>
<td>1,602</td>
<td>3%</td>
<td>644</td>
<td>2,029</td>
<td>2,029</td>
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<tr>
<td>Other FBT-able benefits (incl. FBT)</td>
<td>37%</td>
<td>2,533</td>
<td>5%</td>
<td>2,686</td>
<td>2,686</td>
<td>2,686</td>
</tr>
<tr>
<td>Other non FBT-able benefits</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Fixed Rem (TFR) incl. KiwiSaver</td>
<td>100%</td>
<td>47,518</td>
<td>101%</td>
<td>42,064</td>
<td>49,086</td>
<td>50,638</td>
</tr>
<tr>
<td>Total Fixed Rem (TFR) excl. KiwiSaver</td>
<td>100%</td>
<td>47,094</td>
<td>100%</td>
<td>41,730</td>
<td>48,987</td>
<td>50,638</td>
</tr>
<tr>
<td>Target variable incentive*</td>
<td>46%</td>
<td>3,416</td>
<td>7%</td>
<td>2,944</td>
<td>3,217</td>
<td>3,802</td>
</tr>
<tr>
<td>Target commission*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ad hoc bonus*</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total target variable pay*</td>
<td>46%</td>
<td>3,467</td>
<td>7%</td>
<td>2,946</td>
<td>3,218</td>
<td>3,821</td>
</tr>
<tr>
<td>Total Rem Cost (TRC) incl. KiwiSaver</td>
<td>100%</td>
<td>49,129</td>
<td>104%</td>
<td>44,730</td>
<td>49,197</td>
<td>52,271</td>
</tr>
<tr>
<td>Total Rem Cost (TRC) excl. KiwiSaver</td>
<td>100%</td>
<td>48,706</td>
<td>103%</td>
<td>44,123</td>
<td>49,164</td>
<td>50,825</td>
</tr>
<tr>
<td>Overtime*</td>
<td>0%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift/standby/on-call allowance*</td>
<td>2%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Employment Cost (TEC)</td>
<td>100%</td>
<td>49,156</td>
<td>104%</td>
<td>44,793</td>
<td>49,197</td>
<td>52,271</td>
</tr>
<tr>
<td>Long term incentive</td>
<td>1%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual variable incentive</td>
<td>34%</td>
<td>1,392</td>
<td>3%</td>
<td>868</td>
<td>1,357</td>
<td>1,725</td>
</tr>
<tr>
<td>Actual commission</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total actual variable pay</td>
<td>35%</td>
<td>1,483</td>
<td>3%</td>
<td>891</td>
<td>1,364</td>
<td>1,730</td>
</tr>
</tbody>
</table>

*These items are included in the "KiwiSaver Employer Superannuation" calculation.

Aon Hewitt remuneration tables also report on average data by Industry, Region and Organisation size. Due to formatting constraints we were unable to display the entire table here. Should you wish to view an example of a complete table email emma.legrice@aonhewitt.com
About Aon Hewitt

Aon Hewitt provides expert advice and innovative solutions to assist organisations with all areas of remuneration management. With a reputation for excellence and integrity, we are the primary source of remuneration information and advice for entire industries, as well as individual organisations of all sizes.

Our services

Remuneration consulting services:
- Remuneration and benefits strategy design
- Remuneration structures/systems
- Policy development and review
- Job analysis
- Position description writing
- Remuneration benchmarking
- Customised market surveys
- Job pricing
- Performance pay plan design and review
- Salary budget planning and reviewing the remuneration environment
- Salary review assistance
- Remuneration outsourcing
- Employee opinion surveys
- Remuneration mentoring

Executive remuneration services:
- Executive benchmarking
- Long and short term incentive design
- Providing remuneration advice and recommendations to Boards of Directors

Survey services:
- Industry-specific and general industry salaries and benefits surveys
- Customised salary surveys tailored to individual organisations’ needs
- HR benchmarking and remuneration policy and practice survey reports
- Access to international market data
- Survey forums

Training services:
- Public training seminars ranging from a basic introduction to remuneration through to advanced remuneration theory and practice topics
- Customised ‘in-house’ remuneration training, designed to meet specific organisational requirements and conducted on client premises

Data services:
- ‘Peer’ cuts of data for competitor analysis
- Data analysis to suit individual organisations’ internal remuneration requirements

Remuneration technology:
- The Data Centre and RapidRem – online survey data and analysis software
- Salary review and management software
Our reasons for initially employing Aon Hewitt were based on the combination of a rapidly growing company working in a fast paced IT environment. Upon engagement the processes employed by Aon Hewitt together with the extensive market analysis quickly and efficiently enabled us to develop and implement robust and effective remuneration policies and systems. Not only do I recommend and endorse the market data provided by Aon Hewitt’s remuneration surveys but the access to and the extensive knowledge provided by the staff has been invaluable to us.

Kevin Lawler, CFO and HR Manager
Diligent Board Member Services NZ Ltd

I have worked with Aon Hewitt for the last 15 years in my time at IBM, Unisys and now Fujitsu. What consistently impresses me is Aon Hewitt’s passion and dedication to attain the most accurate and reliable market data available for the ICT industry. Couple that with in-depth analysis and reporting of emerging trends in the market, and an ever-friendly, service oriented approach, the IT Specialists Survey is an essential tool for Remuneration and HR Managers working in this sector.

Darren Taylor, Remuneration and Benefits Manager
Fujitsu New Zealand and Australia

I have worked with Aon Hewitt in New Zealand for a number of years, most recently in my role as Group Rewards Manager with Spark (formerly Telecom New Zealand). Spark has been a client of Aon Hewitt’s for 17 years.

We participate in a number of Aon Hewitt remuneration surveys in both New Zealand and Australia, and use these surveys as a key source of remuneration market intelligence. We have continued to use Aon Hewitt as a key provider due to their demonstrated track record in delivering enhanced services, such as the RapidRem and Data Centre tools, and the on-going innovation and enhancements to their suite of products to facilitate greater ease of use, and adapt to client needs.

I would be more than happy to recommend their services to other New Zealand organisations seeking remuneration advice and data.

Callum Davis, Group Rewards Manager
Spark Human Resources
Our clients
Over eight hundred organisations throughout Australasia various industry sectors use Aon Hewitt’s products and services, ranging from small to large local firms through to the largest multinationals.

Our people
Aon Hewitt is a team of knowledgeable, experienced, passionate, creative and energetic people who thrive on exceeding client expectations, providing expert advice to organisations, and leading the market in the design and development of innovative remuneration solutions, products, training and technology.

We pride ourselves on outstanding customer service and our ability to tailor solutions that are aligned to your remuneration needs and contribute to the success of your business.

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