



Salary analysis for the position
Call Operator
Administration

Total net salary

50% of employees earn more than the mentioned figure (median).

2,089 RON

Region: South (Muntenia) region

Working experience:: all experience levels

Education: all education levels

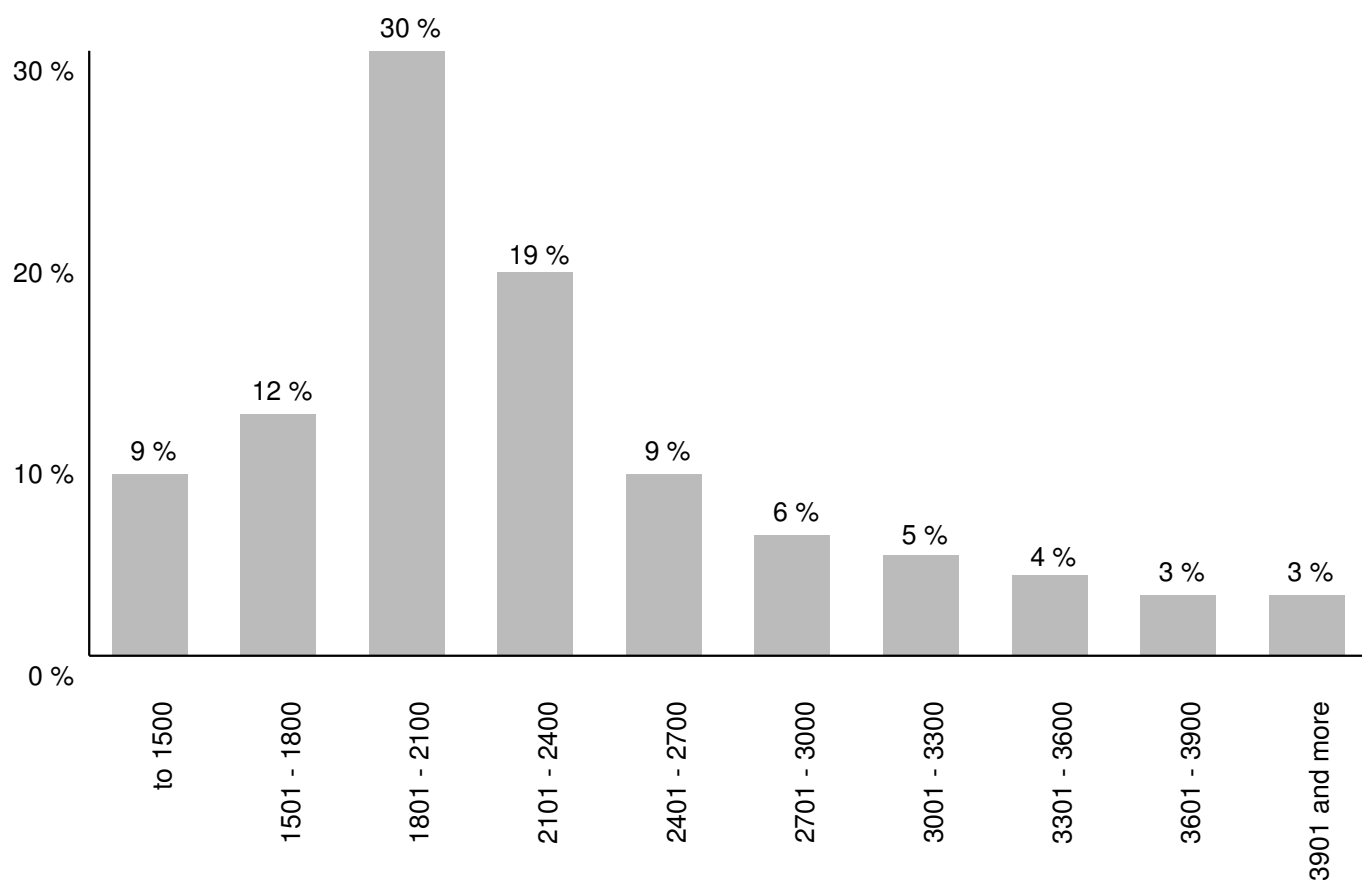
Size of company: all company sizes

National representative sample: 141 participants

Job description

- Providing general and specific information to callers.
- Cooperating with other members of the departments to provide an adequate answer to the questions.
- Execution of requests, complaints and claims.
- Recording caller requests in the information system.
- Adherence to standards of telephone communication and quality of provided services in accordance with internal regulations.
- Responsibility for the correctness and completeness of the information provided.

Salary range



The span of the salary

Net salary	Average	1. decile (10%)	1. quartile (25%)	median (50%)	3. quartile (25%)	9. decile (10%)
Basic monthly salary	1,950	1,391	1,642	1,829	2,174	2,816
Total monthly income*	2,228	1,518	1,861	2,089	2,528	3,290

*The total monthly income includes a proportionate share of the financial benefits received throughout the year (Christmas bonus salary, bonuses, commissions) and monthly variable component of salary.

Total payments according to work experience

	Average	1. decile (10%)	1. quartile (25%)	median (50%)	3. quartile (25%)	9. decile (10%)
Junior	2,013	1,466	1,744	1,919	2,301	2,979
Middle	2,245	1,536	1,878	2,103	2,559	3,353
Senior	2,445	1,560	1,974	2,260	2,747	3,575

Region: South (Muntenia) region, company size: all company sizes, education: all education levels

Total payments according to the size of the company

	Average	1. decile (10%)	1. quartile (25%)	median (50%)	3. quartile (25%)	9. decile (10%)
Small company (up to 50 employees)	1,846	1,388	1,691	1,843	2,107	2,638
Middle company (51 - 249 employees)	2,015	1,459	1,771	1,941	2,269	2,931
Large company (250 and more employees)	2,256	1,515	1,890	2,117	2,530	3,273

Region: South (Muntenia) region, work experience: all experience levels, education: all education levels

Total payments according to education

	Average	1. decile (10%)	1. quartile (25%)	median (50%)	3. quartile (25%)	9. decile (10%)
Without graduation exam	2,036	1,410	1,736	1,879	2,194	3,030
Graduation	1,915	1,431	1,694	1,865	2,216	2,931
University education	2,181	1,508	1,820	2,027	2,414	3,135

region: South (Muntenia) region, size of the company: all company sizes, prax: all experience levels

Total payments in regions

	Average	1. decile (10%)	1. quartile (25%)	median (50%)	3. quartile (25%)	9. decile (10%)
North-East region	2,236	1,495	1,901	2,122	2,478	3,176
South-East region	2,238	1,472	1,820	2,068	2,491	3,226
South (Muntenia) region	2,228	1,518	1,861	2,089	2,528	3,290
South-Vest (Oltenia) region	2,167	1,417	1,741	1,989	2,474	3,371
West region	2,537	1,536	1,983	2,289	2,796	3,666
North -Vest region	2,393	1,514	1,947	2,206	2,639	3,490
Central region	2,445	1,542	1,940	2,276	2,773	3,557
Bucharest - Ilfov region	2,544	1,555	2,011	2,326	2,826	3,699

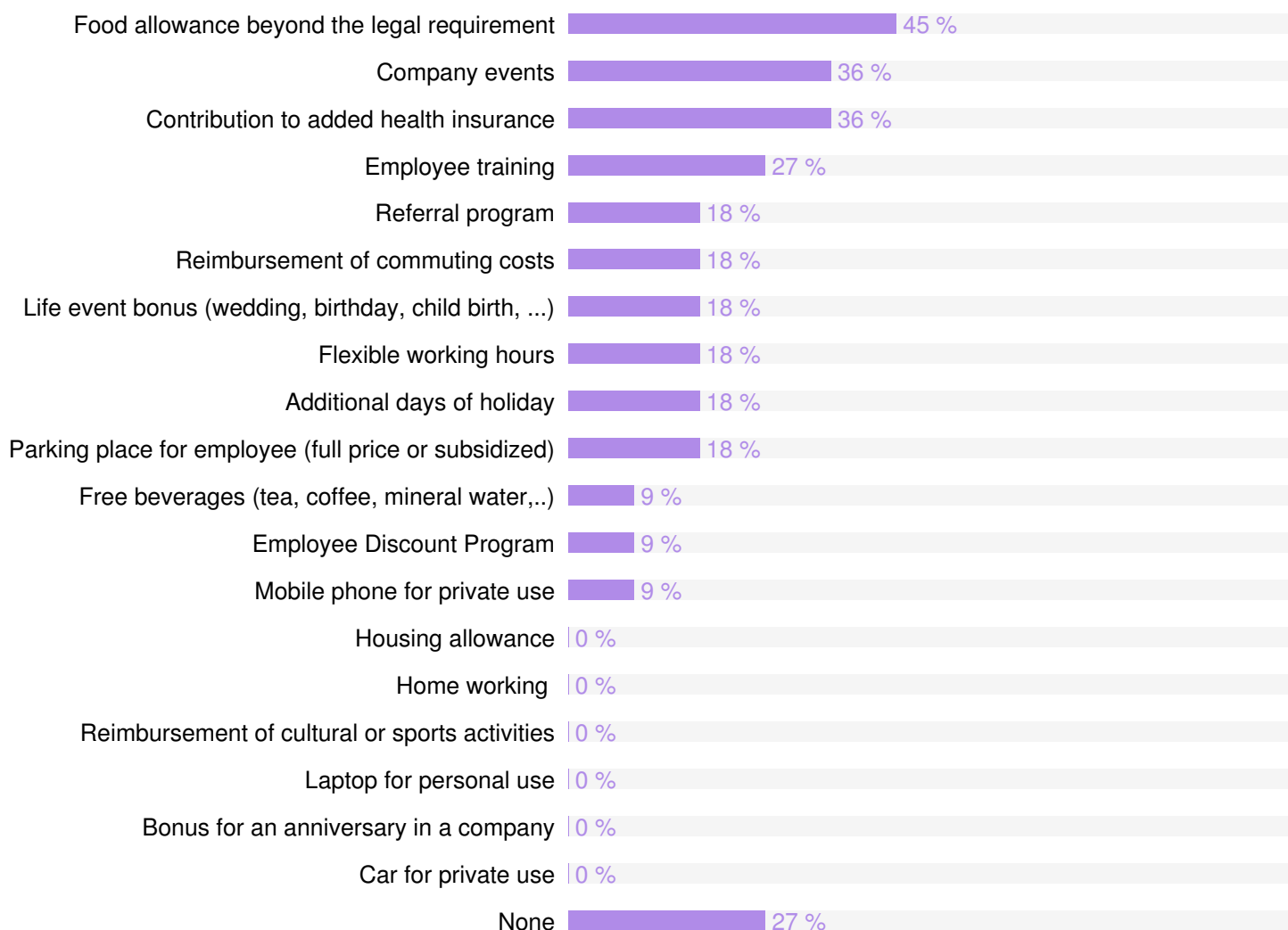
Work experience: all experience levels, company size: all company sizes, education: all education levels

Total payments in age groups

	Average	1. decile (10%)	1. quartile (25%)	median (50%)	3. quartile (25%)	9. decile (10%)
<24	1,903	1,437	1,698	1,871	2,175	2,759
25-34	2,016	1,464	1,756	1,969	2,285	2,846
35-44	2,311	1,555	1,905	2,147	2,517	3,134
45-54	2,320	1,447	1,887	2,173	2,579	3,323
55+	2,324	1,456	1,794	2,093	2,502	3,075

Region: South (Muntenia) region, working experience: all experience levels, company size: all company sizes, education: all education levels

Non-financial benefits



Financial benefits

Net bonus (commission, meal tickets, etc)

4% employees have stated that they are getting a net bonus (commission, meal tickets, etc), and its middle value (median) is 200 RON per month.

Net Holiday Bonus (Xmas, Easter, etc)

3 % employees mentioned that they get a net holiday bonus (Xmas, Easter, etc) and that the medium value of this bonus is 500 RON.

End of year net bonus

1 % employees mentioned that they get an end of year net bonus and that the medium value of this bonus is 200 RON.

Methodology

Input data

People on the job market have the possibility to get the comparison of their salary with other employees on the same position and in the same region. Everyone who fills in the questionnaire with 14 questions (8 out of them are compulsory) becomes a respondent and will get a free comparison of the salary with the reference sample. The latter is made up by other respondents according to the filled in position and region.

Every respondent's data are valid for one year and there will be no interfering with the given information. All data in the salary survey are anonymous.

Output data

Besides the average value, it is possible to see the salary distribution by expressing the basic percentiles:

- * 1. decile - 10% of employees earn less than the given value
- * 1. quartile - 25% of employees earn less than the given value
- * median - half of the employees earn less/more than the given value
- * 3. quartile - 25% of employees earn more than the given value
- * 9. decile - 10% of employees earn more than the given value

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