

# THE CUSTOMER EXPERIENCE CAREER PATH

Make an impact in the skilled trades by working in customer experience.



**START**

**1**

**Earn Your High School Diploma or GED Certificate**

Visit our website to learn more about the soft skills needed in the trades.



**JUNIOR**

**2**

**Junior CSR/Dispatcher**

Pay: \$15-\$18 per hour

Complete inbound and outbound calls. Assign technicians to service calls and update customers prior to arrival.



**SENIOR**

**3**

**Senior CSR/Dispatcher**

Pay: \$19-20 per hour

Resolve customer concerns and manage additional projects.



**LEAD**

**4**

**CSR Lead/Dispatcher**

Pay: \$19-25 per hour

Train new CSR team members. Manage customer feedback and coordinate daily sales goals.



**MANAGER**

**5**

**Call Center Manager**

Pay \$25-35 per hour

Manage CSR and dispatch team members. Write and edit call scripts.



**LEADERSHIP**

**6**

**Leadership Opportunities**

Pay: \$33-43 per hour

Sales Manager  
Installation Manager  
Office Manager  
Operations Manager



Wages are based on U.S. Bureau of Labor Statistics (2021) and vary by region. ©2023 Explore The Trades. All rights reserved.

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