THE CUSTOMER EXPERIENCE CAREER PATH

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

1. **START**
   - Earn Your High School Diploma or GED Certificate
   - Visit our website to learn more about the soft skills needed in the trades.

2. **JUNIOR**
   - Junior CSR/Dispatcher
   - Pay: $15–$18 per hour
   - Complete inbound and outbound calls. Assign technicians to service calls and update customers prior to arrival.

3. **SENIOR**
   - Senior CSR/Dispatcher
   - Pay: $19–20 per hour
   - Resolve customer concerns and manage additional projects.

4. **LEAD**
   - CSR Lead/Dispatcher
   - Pay: $19–25 per hour
   - Train new CSR team members. Manage customer feedback and coordinate daily sales goals.

5. **MANAGER**
   - Call Center Manager
   - Pay $25–35 per hour
   - Manage CSR and dispatch team members. Write and edit call scripts.

6. **LEADERSHIP**
   - 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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