

THE CUSTOMER EXPERIENCE CAREER PATH

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



START



JUNIOR



SENIOR



LEAD



MANAGER



LEADERSHIP



Earn Your High School Diploma or GED Certificate

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

Junior CSR/Dispatcher

Pay: \$18-\$21 per hour

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

Senior CSR/Dispatcher

Pay: \$22-\$27 per hour

Resolve customer concerns and manage additional projects.

CSR Lead/Dispatcher

Pay: \$27-\$31 per hour

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

Call Center Manager

Pay \$32-\$36 per hour

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

Leadership Opportunities

Pay: \$37-\$48 per hour

Sales Manager
Installation Manager
Office Manager
Operations Manager



Wages are based on U.S. Bureau of Labor Statistics (2024) and vary by region.
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Want to learn more about customer service and dispatch?

Scan the QR code!