

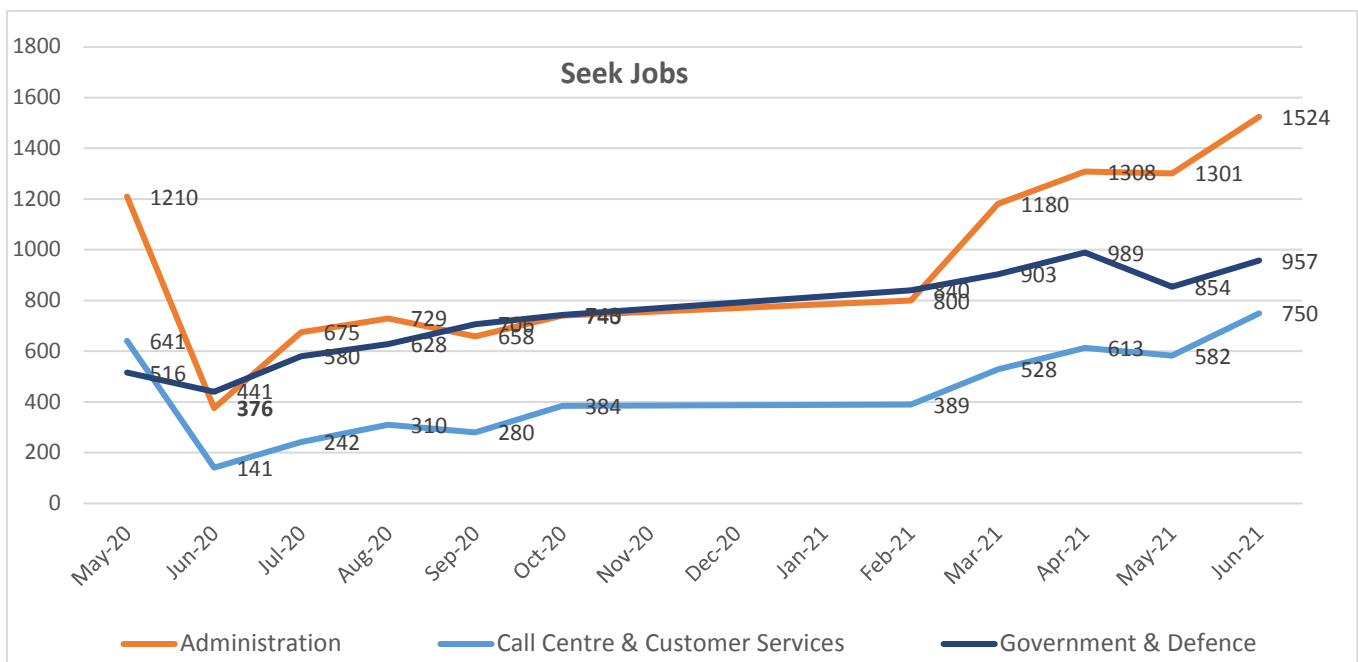
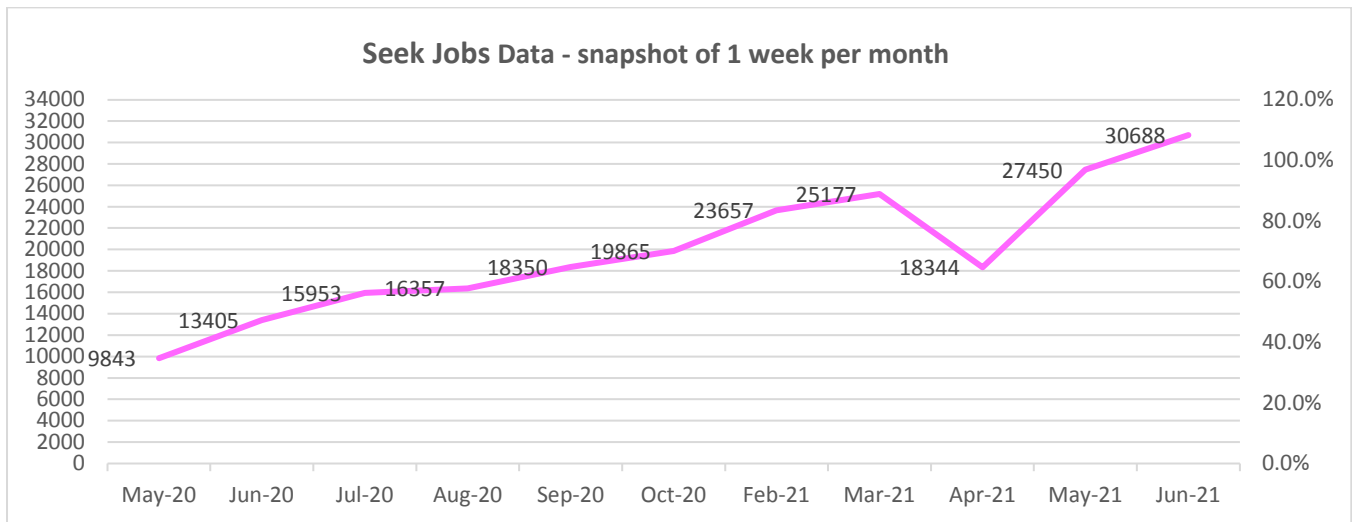


This month we focus on the Business Support and Contact Centre Sector **jobs** and **roles** of;

- **EA's, PA's, Team Administrators, Contact Centre agents, Data Entry Operators and Receptionists**

Let's first have a look at what going on in the overall job market. Seek, because of its dominance in the NZ market is a pretty good barometer of the health of the advertised jobs market. As we can see from the charts below when Covid hit total jobs dropped dramatically down around 50% on what would be deemed a normal week on Seek of around 20k jobs advertised. But what has happened since is then is probably even more surprising, not only has the total jobs bounced back to normal levels it's has now operating at levels never seen before in the NZ market with Seek recording at least 3 weeks of **total jobs exceeding 30k jobs** advertised each week.

And when we look at the Administration, Contact Centre and Government job categories we can see that they are no exception to this growth with the Admin category bouncing back to an incredible 400% vs it's "Covid" weeks vs Total jobs up by "just" 200% versus the weeks of May/June 2020!





**Spotlight on  
Business Support/Contact Centre**

**Salary Spotlight.**

The following table is an extract from our candidate data recorded from our live “Salary Checker” a free web resource specifically facilitate the sharing of salary information.

Sector	Role	Ave. Salary	Min. Salary	Max. Salary
Financial Services / Banking	Contact Centre Manager	\$79,000	\$70,000	\$88,000
Manufacturing	Contact Centre Manager	\$65,000	\$65,000	\$65,000
Services	Contact Centre Manager	\$87,167	\$50,000	\$155,000
Services	Contact Centre Officer	\$41,000	\$41,000	\$41,000
Financial Services / Banking	Contact Centre Representative	\$43,000	\$43,000	\$43,000
Services	Contact Centre Representative	\$38,000	\$38,000	\$38,000
Financial Services / Banking	Contact Centre Team Leader	\$74,920	\$63,000	\$85,000
Government / Public Body	Contact Centre Team Leader	\$69,996	\$51,000	\$90,000
Services	Contact Centre Team Leader	\$62,250	\$47,000	\$70,000
Financial Services / Banking	Data Entry	\$34,000	\$34,000	\$34,000
Government / Public Body	Data Entry	\$60,000	\$60,000	\$60,000
Financial Services / Banking	Data Entry Administrator	\$42,000	\$42,000	\$42,000
Manufacturing	Data Entry Administrator	\$40,000	\$40,000	\$40,000
Government / Public Body	Data Entry/Administrator	\$60,000	\$60,000	\$60,000
Retailing	Data Entry/Administrator	\$40,000	\$40,000	\$40,000
Financial Services / Banking	EA / Team Administrator	\$73,029	\$53,000	\$88,000
FMCG	EA / Team Administrator	\$70,000	\$70,000	\$70,000
Government / Public Body	EA / Team Administrator	\$64,177	\$45,145	\$80,000
Retailing	EA / Team Administrator			
Services	EA / Team Administrator	\$62,624	\$42,000	\$90,000
Telecommunications / IT	EA / Team Administrator	\$77,000	\$77,000	\$77,000
Telecommunications / IT	EA / Team Administrator	\$68,348	\$53,040	\$73,100
Government / Public Body	EA Corporate & Finance Admin	\$76,000	\$76,000	\$76,000
Government / Public Body	EA to Executive Vice President	\$58,000	\$58,000	\$58,000
Services	EA to Executive Vice President	\$95,000	\$95,000	\$95,000
Financial Services / Banking	EA to Governance Director	\$850,000	\$850,000	\$850,000
Government / Public Body	EA to Governance Director	\$55,800	\$55,800	\$55,800
Financial Services / Banking	EA/PA	\$72,000	\$65,000	\$83,000
FMCG	EA/PA	\$60,000	\$57,000	\$63,000
Government / Public Body	EA/PA	\$63,338	\$57,000	\$76,000
Manufacturing	EA/PA	\$62,500	\$60,000	\$65,000
Services	EA/PA	\$65,750	\$60,000	\$70,000
Government / Public Body	PA/Administrator	\$53,750	\$46,000	\$61,500
Retailing	PA/Administrator	\$67,000	\$67,000	\$67,000
Services	PA/Administrator	\$60,000	\$60,000	\$60,000
FMCG	PA/Team Administration Support	\$50,000	\$50,000	\$50,000
Government / Public Body	PA/Team Administration Support	\$58,525	\$56,450	\$60,600
Services	PA/Team Administration Support	\$56,750	\$42,000	\$65,000
Financial Services / Banking	Personal Assistant	\$72,000	\$70,000	\$74,000
Government / Public Body	Personal Assistant	\$57,000	\$50,000	\$64,000
Services	Personal Assistant	\$45,000	\$45,000	\$45,000
Government / Public Body	Personal Assistant - CBD	\$67,500	\$65,000	\$70,000
Government / Public Body	Personal Assistant to COO	\$47,000	\$47,000	\$47,000
Financial Services / Banking	Team Administrator	\$54,500	\$44,000	\$65,000
Government / Public Body	Team Administrator	\$55,000	\$40,000	\$65,000
Telecommunications / IT	Team Administrator	\$43,000	\$43,000	\$43,000
Government / Public Body	Receptionist	\$52,112	\$40,000	\$71,500