

## THE CONTACT CENTRE SURVEY

### 2020 BENCHMARK POSITIONS

► [View Survey Position Descriptions \(click here\)](#) ◀

#### MANAGEMENT

Contact Centre Vice-President  
 Contact Centre Director  
 Contact Centre Manager  
 Market Research Director  
 Contact Centre Project Manager

#### CUSTOMER SERVICE REPRESENTATIVE

Contact Centre Supervisor/Lead  
 Contact Centre Representative 3  
 Contact Centre Representative 2  
 Contact Centre Representative 1  
 Internet Support Representative  
 Internal Help Desk Support  
 Help Desk Lead  
 Help Desk Rep 2  
 Help Desk Rep 1

#### QUALITY ASSURANCE

Quality Assurance Manager  
 Quality Assurance Facilitator 2  
 Quality Assurance Facilitator 1

#### TECHNICAL SUPPORT

Contact Centre Technical Support Representative 3  
 Contact Centre Technical Support Representative 2  
 Contact Centre Technical Support Representative 1

#### SPECIALIZED AGENTS

Specialized Agent Supervisor/Lead  
 Specialized Agent 2  
 Specialized Agent 1  
 Dispatcher

#### SALES (INBOUND/OUTBOUND)

Inbound Contact Centre Sales Representative 2  
 Inbound Contact Centre Sales Representative 1  
 Outbound Contact Centre Sales Representative 2  
 Outbound Contact Centre Sales Representative 1  
 Outbound/Market Research Representative 2  
 Outbound/Market Research Representative 1

#### CREDIT/COLLECTIONS

Credit/Collections Manager  
 Credit/Collections Lead/Supervisor  
 Credit/Collections Representative 2  
 Credit/Collections Representative 1

#### TRAINING/ADMINISTRATION

Contact Centre Analyst  
 Contact Centre Learning Manager  
 Instructional Designer  
 Contact Centre Trainer  
 Contact Centre Resource Manager  
 Contact Centre Scheduler/Resource Coordinator  
 Contact Centre Administrator