

CUSTOMER SERVICE DIRECTOR - 525: SALES AND MARKETING

2020 National Executive Compensation Survey

Director of a customer service function. The job typically requires a bachelor's degree in business or a related field and 8+ years of experience in a customer service role with management experience. Plans, directs and controls the customer service function in order to meet company goals. Selects, develops, retains, and directs qualified supervisory and professional staff. Responsible for planning, prioritizing, and setting goals.

Data Effective: January 31, 2020	# of Orgs	# of Execs	BASE PAY						VARIABLE PAY					TOTAL CASH COMPENSATION				
			Mean	10th	25th	Median	75th	90th	Mean	25th	Median	Tgt %	Mean	10th	25th	Median	75th	90th
			\$109,725	\$75,741	\$85,698	\$103,663	\$131,188	\$149,997	\$22,981	\$8,858	\$17,000	17.3	\$121,706	\$79,599	\$87,500	\$100,128	\$147,692	\$175,771
MANUFACTURING BY SALES VOLUME (IN MILLIONS)																		
\$0 - 4.9	9	9	\$131,736	-	\$103,047	\$130,000	\$160,000	-	-	-	-	-	17.5	\$144,300	\$114,270	\$135,000	\$190,659	-
\$10.0 - 14.9	6	6	\$83,159	-	\$62,163	\$75,750	\$108,221	-	-	-	-	-	20.0	\$96,705	\$71,000	\$96,865	\$122,468	-
\$15.0 - 24.9	7	7	\$98,974	-	\$92,000	\$100,100	\$104,771	-	-	-	-	-	17.3	\$108,385	\$83,000	\$104,771	\$118,750	-
\$25.0 - 49.9	13	13	\$90,921	\$67,382	\$71,173	\$80,600	\$111,700	\$123,000	\$17,051	\$6,168	\$13,863	\$30,590	11.6	\$79,791	\$68,500	\$99,388	\$111,700	\$147,480
\$50.0 - 99.9	17	17	\$105,325	\$76,961	\$86,164	\$105,000	\$127,736	\$142,260	\$30,508	\$7,389	\$13,500	\$44,836	13.6	\$102,992	\$76,961	\$86,164	\$105,000	\$142,250
\$100.0 - 249.9	12	14	\$118,829	\$85,850	\$92,220	\$104,000	\$132,342	\$184,395	\$21,315	\$13,448	\$20,000	\$34,000	22.7	\$118,829	\$90,453	\$99,720	\$117,730	\$161,752
\$250.0 - 499.9	10	10	\$136,898	\$108,258	\$125,250	\$135,625	\$148,651	\$165,258	\$22,966	\$12,379	\$17,000	\$25,000	22.4	\$136,898	\$121,758	\$129,656	\$152,307	\$178,018
\$500.0+	7	8	\$133,922	-	\$122,500	\$141,858	\$149,993	-	\$21,555	\$7,800	\$10,000	\$44,000	10.0	\$152,000	\$129,897	\$152,558	\$187,801	-
NON-MANUFACTURING BY SALES VOLUME (IN MILLIONS)																		
\$0 - 4.9	7	7	\$92,576	-	\$78,759	\$92,000	\$103,997	-	-	-	-	-	17.3	\$108,850	-	\$82,000	\$95,423	\$149,000
\$10.0 - 14.9	13	13	\$96,930	\$66,176	\$74,705	\$85,600	\$121,834	\$148,500	-	-	-	-	17.3	\$102,415	\$66,682	\$76,809	\$85,600	\$131,004
\$15.0 - 24.9	7	7	\$109,437	-	\$83,000	\$114,924	\$118,454	-	-	-	-	-	17.3	\$126,580	-	\$83,000	\$114,924	\$160,698
\$25.0 - 49.9	12	12	\$107,972	\$84,363	\$87,814	\$107,634	\$124,365	\$136,700	\$23,723	\$11,050	\$16,600	\$22,992	8.0	\$121,811	\$87,125	\$93,984	\$123,582	\$145,028
\$50.0 - 99.9	15	17	\$113,385	\$78,149	\$93,177	\$102,115	\$138,887	\$146,554	\$10,590	\$2,433	\$3,000	\$14,626	8.0	\$117,621	\$78,605	\$95,677	\$110,255	\$141,433
\$100.0 - 249.9	11	31	\$102,802	\$73,346	\$77,500	\$87,500	\$90,000	\$125,506	\$33,827	\$1,308	\$1,000	\$40,856	6.0	\$118,154	\$74,029	\$77,500	\$87,500	\$95,354
\$250.0 - 499.9	5	5	\$114,191	-	\$85,130	\$106,787	\$146,953	-	-	-	-	-	17.3	\$116,076	-	\$89,843	\$106,787	\$146,953
\$500.0+	8	17	\$136,341	-	\$130,443	\$137,592	\$157,239	-	\$317	\$26,500	\$1,500	\$1,500	17.3	\$155,811	-	\$136,646	\$157,000	\$186,654
ALL BY SALES VOLUME (IN MILLIONS)																		
\$0 - 4.9	16	16	\$114,603	\$71,314	\$84,500	\$105,935	\$134,750	\$179,000	\$8,384	\$1,000	\$17,006	\$1,000	22.6	\$128,796	\$71,314	\$92,856	\$126,505	\$154,137
\$5.0 - 9.9	7	7	\$95,556	-	\$76,500	\$97,000	\$107,187	-	-	-	-	-	20.0	\$99,897	-	\$76,500	\$107,187	\$109,000
\$10.0 - 14.9	19	19	\$92,581	\$62,022	\$73,672	\$81,607	\$115,668	\$135,000	\$21,797	\$11,340	\$13,190	\$27,000	7.6	\$100,612	\$62,022	\$75,738	\$85,600	\$127,008
\$15.0 - 24.9	14	14	\$104,205	\$75,258	\$91,500	\$102,610	\$114,943	\$130,979	\$30,979	\$4,750	\$5,000	\$46,500	10.0	\$117,482	\$75,258	\$99,075	\$110,733	\$121,219
\$25.0 - 49.9	25	25	\$99,105	\$68,507	\$80,300	\$99,655	\$118,230	\$140,644	\$10,644	\$7,375	\$5,000	\$25,996	10.0	\$109,840	\$75,538	\$85,568	\$103,400	\$135,901
\$50.0 - 99.9	32	34	\$109,103	\$79,895	\$90,148	\$103,750	\$130,660	\$145,328	\$15,749	\$6,240	\$5,000	\$17,700	10.0	\$116,809	\$80,451	\$90,148	\$105,268	\$141,750
\$100.0 - 249.9	23	45	\$111,164	\$75,130	\$82,381	\$90,000	\$104,500	\$134,906	\$13,906	\$5,170	\$20,000	\$33,432	18.6	\$124,994	\$75,851	\$84,381	\$90,000	\$126,314
\$250.0 - 499.9	15	15	\$129,329	\$86,956	\$106,787	\$129,374	\$145,000	\$164,698	\$10,466	\$10,466	\$25,200	\$32,807	20.2	\$142,206	\$92,612	\$121,620	\$141,877	\$174,505
\$500.0+	15	25	\$135,212	\$113,134	\$129,745	\$137,592	\$174,384	\$237,000	\$23,000	\$13,053	\$22,217	\$32,250	21.8	\$154,218	\$123,088	\$136,646	\$156,978	\$186,654
EMPLOYMENT SIZE																		
25 - 49	8	8	\$94,501	-	\$76,125	\$88,832	\$117,000	-	-	-	-	-	10.0	\$97,407	-	\$76,125	\$89,582	\$125,525
50 - 74	21	21	\$102,613	\$62,524	\$77,593	\$100,100	\$118,221	\$156,000	\$21,026	\$4,226	\$12,633	\$25,625	5.0	\$112,625	\$62,524	\$77,593	\$107,325	\$140,278
75 - 99	11	11	\$99,933	\$57,356	\$65,000	\$104,437	\$115,000	\$150,000	\$41,002	\$4,500	\$25,000	\$85,505	4.2	\$118,571	\$57,356	\$87,418	\$105,000	\$135,000
100 - 199	49	54	\$102,238	\$72,773	\$77,562	\$120,000	\$120,000	\$150,000	\$19,317	\$3,150	\$15,000	\$22,992	20.4	\$111,300	\$74,085	\$81,843	\$102,865	\$135,211
200 - 499	38	56	\$113,766	\$80,000	\$87,500	\$105,000	\$125,938	\$150,000	\$24,831	\$8,529	\$16,896	\$22,786	14.2	\$126,182	\$80,000	\$90,000	\$104,095	\$141,026
500 - 999	22	30	\$124,913	\$83,379	\$95,000	\$134,000	\$165,554	\$180,000	\$25,308	\$13,143	\$25,200	\$31,295	18.7	\$143,320	\$87,260	\$111,111	\$154,885	\$174,857
1000+	17	18	\$134,229	\$93,394	\$113,091	\$131,091	\$180,150	\$200,000	\$9,377	\$9,319	\$20,745	\$42,834	21.3	\$149,252	\$101,877	\$119,946	\$143,635	\$175,339

Italics = Dominance Diffused