

CALL CENTER COMPENSATION

SPIFF/ QUALIFICATIONS

Job Type	Payout
OutBound (Tune up, Diagnostic, inspection, flushes) \$88 to \$1,800	\$5
OutBound Install or service Revenue \$1,800- \$9,999	\$50
OutBound Install or Service Revenue \$10,000 or more	\$100
Five Star Yelp / Google Review	\$25
<i>If Diagnostic Fee, Tuneup Fee, Maintenance Fee or any other fee is waived, CSR/DSR will not receive spiff</i>	

All Spiffs must be verified and confirmed prior to payout. For all install or service revenue, you may only receive one or the other regarding the spiff. You may not collect both. You may only submit your spiff when the revenue or installation has been **COMPLETED**. You may not submit the spiff if the job is a *work in progress*.

CSR COMPENSATION TIER SYSTEM

This is a starting point for the Tier system for CSRs .Collaborate with your management team to make sure compensation is aligned with the company budget and goals.

New Hires & CSRs Under 1 year

Tier 1 (\$17-20)

Above 70%

\$100,000 - \$500,000

Tier 2 (\$20-23)

Over 75%

\$500,000 - \$1,000,000

Tier 3 (\$23-26)

Over 75%

\$1,000,000 - \$1,500,000

Tier 4 (\$26-29)

Over 80%

\$1,500,000 - \$2,000,000

Service Titan Users:

Use OFFICE ACTIVITY REPORT TO HOLD CSR's accountable and ensure productivity.

Reports > Use employee drop down to select the CSR's you want to receive report for > choose action type > schedule report to be emailed daily for each rep.

SPIFF QUALIFICATIONS AGREEMENT

ALL spiffs must be verified and confirmed prior to pay out. For all install or service revenue, you can only get one or the other regarding the spiff. You cannot collect both. You may only submit your spiff when the revenue or installation has been COMPLETED. You cannot submit your spiff if the job is a work in progress. Spiffs must be submitted to the manager no later than Monday morning before 11am to qualify for that week's payroll. If diagnostic fee, tune up fee, maintenance fee or any other fee is waived, the CSR / DSR will not receive any spiffs.

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I have read the above and understand the guidelines for submitting spiffs.

Employee Signature _____ Date: _____

Supervisor Signature _____ Date: _____