

Chapter 23 – eir Customer Service Centres Fionnuala Ní Bhrógáin Galway, April 18th

Eir Customer Service Centres



When Centres opened - Base pay for new entrant - €20,000

Successive agreements across 2020 - 2024

- Base Pay increases
- Introduction of Senior Agent role + Pay Scale
- Restructuring of bonuses with consolidation into base pay



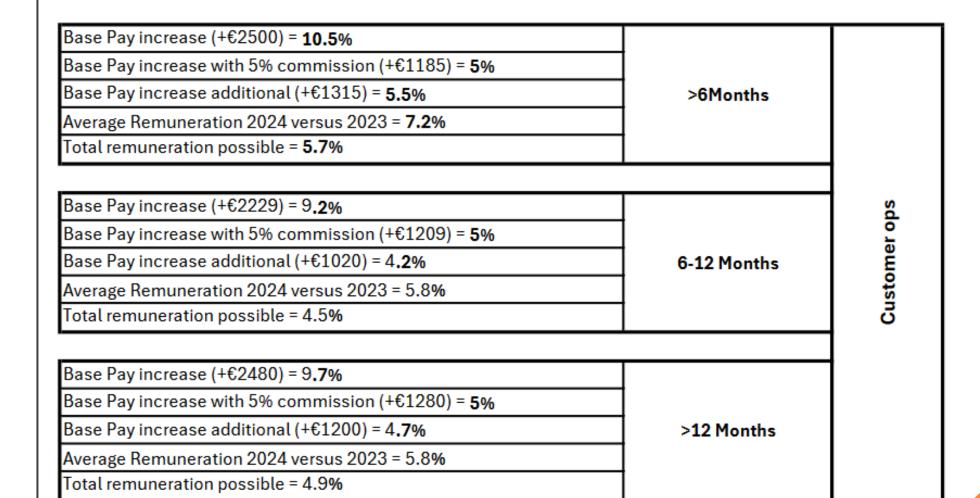
Eir Customer Service Centres



2024

- Non-Managerial members
- Base pay increases between 9.2% and 10.5% depending on service
- For new agents consolidating variable pay average 5.7% total increase from 2023











Base Pay increase (+€2165) = 9.6%		
Base Pay increase with 5% commission (+€1130) = 5 %		
Base Pay increase additional (+€1035) = 4.6%	<12 Months	
Average Remuneration 2024 versus 2023 = 5.4%		Centre
otal remuneration possible 5.4%		
		Call
Base Pay increase (+€2165) = 9.6%		_
Base Pay increase with 5% commission (+€1130) = 5 %		Sales
Base Pay increase additional (+€1035) = 4.6%	<12 Months	, o
Average Remuneration 2024 versus 2023 = 5.4%		
Average Hemaneration 2024 versus 2020 0.470		



Trainers - 2024



- Separate agreement reached for Trainers in the Centres
- Original base salary €30,000 + STIP 10%
- New base Salary €35,000 + STIP 10%
- Effective January 2024
- Trainers will be out of scope for additional increase in 2024, but in scope for future increases
- Total increase, approx. 16%



Eir Customer Service Centres



From 2020 to 2024

- New Agent base pay has moved from €20,000 to €26,200
- Plus improvements in bonus structures with full bonus after pay deal 2024 €28,820
- Senior Agents Introduction of pay scale and pay increases from Agent base pay of €20,000 to €31,012 (with full bonus)
- Team Leaders From base pay of €28,000 to pay with full bonus at €38,614
- Call Centre section constituted in the Seán Connolly District Branch for members in Waterford





Thank You

