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Chapter 23 – eir Customer Service Centres

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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

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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

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Base Pay increase (+€2500) = 10.5%	>6Months	Customer ops
Base Pay increase with 5% commission (+€1185) = 5%		
Base Pay increase additional (+€1315) = 5.5%		
Average Remuneration 2024 versus 2023 = 7.2%		
Total remuneration possible = 5.7%		
Base Pay increase (+€2229) = 9.2%	6-12 Months	Customer ops
Base Pay increase with 5% commission (+€1209) = 5%		
Base Pay increase additional (+€1020) = 4.2%		
Average Remuneration 2024 versus 2023 = 5.8%		
Total remuneration possible = 4.5%		
Base Pay increase (+€2480) = 9.7%	>12 Months	Customer ops
Base Pay increase with 5% commission (+€1280) = 5%		
Base Pay increase additional (+€1200) = 4.7%		
Average Remuneration 2024 versus 2023 = 5.8%		
Total remuneration possible = 4.9%		

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

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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%

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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

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Thank You

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