

Administrative Support Associate

	Effective	Effective	Effective	Effective
Step	08/25/19	08/23/20	08/22/21	08/21/22
1	378.50	378.50	378.50	378.50
2	399.50	400.50	401.50	402.00
3	422.00	424.00	425.50	427.00
4	445.50	448.50	451.00	453.50
5	470.00	475.00	478.50	482.00
6	496.50	502.50	507.50	512.00
7	524.00	532.00	538.00	544.00
8	553.00	563.00	570.50	577.50
9	584.00	596.00	605.00	613.50
10	616.50	630.50	641.50	652.00
11	651.00	667.50	680.00	692.50
12	687.00	706.50	721.00	735.50
13	725.50	747.50	764.50	781.50

Customer Solutions Associate

	Effective	Effective	Effective	Effective
Step	08/25/19	08/23/20	08/22/21	08/21/22
1	616.00	616.00	616.00	616.00
2	631.00	632.50	634.00	635.00
3	646.50	650.00	652.00	654.50
4	662.50	667.50	671.00	675.00
5	678.50	685.50	690.50	695.50
6	695.50	704.00	710.50	717.00
7	712.50	723.00	731.00	739.00
8	730.00	742.50	752.00	762.00
9	748.00	762.50	774.00	785.50
10	766.00	783.00	796.50	809.50
11	785.00	804.50	819.50	834.50
12	804.50	826.00	843.00	860.50
13	824.00	848.50	867.50	887.00

Customer Care Associate

	Effective	Effective	Effective	Effective
Step	08/25/19	08/23/20	08/22/21	08/21/22
1	545.50	545.50	545.50	545.50
2	561.00	562.50	563.50	564.50
3	577.50	580.00	582.50	584.50
4	594.00	598.50	601.50	605.00
5	611.00	617.00	621.50	626.50
6	628.50	636.50	642.50	648.50
7	646.50	656.50	663.50	671.00
8	665.00	677.00	685.50	694.50
9	684.50	698.00	708.50	719.00
10	704.00	720.00	732.00	744.50
11	724.50	742.50	756.50	770.50
12	745.00	765.50	781.50	797.50
13	766.50	789.50	807.50	825.50

Customer Resolution Associate

	Effective	Effective	Effective	Effective
Step	08/25/19	08/23/20	08/22/21	08/21/22
1	534.00	534.00	534.00	534.00
2	553.50	555.00	556.00	557.00
3	573.50	576.50	578.50	580.50
4	594.50	598.50	602.00	605.50
5	616.00	622.00	626.50	631.50
6	638.50	646.00	652.00	658.50
7	661.50	671.50	679.00	686.50
8	685.50	697.50	706.50	716.00
9	710.50	724.50	735.50	746.50
10	736.50	752.50	765.50	778.50
11	763.00	782.00	796.50	811.50
12	791.00	812.50	829.00	846.50
13	819.50	844.00	863.00	882.50

Operations Associate

	Effective	Effective	Effective	Effective
Step	08/25/19	08/23/20	08/22/21	08/21/22
1	438.00	438.00	438.00	438.00
2	457.00	458.50	459.00	460.00
3	477.50	479.50	481.50	483.00
4	498.50	502.00	505.00	507.50
5	520.00	525.50	529.00	533.00
6	543.00	549.50	555.00	560.00
7	567.00	575.00	581.50	588.00
8	591.50	602.00	610.00	618.00
9	617.50	630.00	639.50	649.00
10	645.00	659.00	670.50	681.50
11	673.00	690.00	703.00	716.00
12	702.50	722.00	737.00	752.00
13	733.50	755.50	772.50	790.00