



IAM | Customer Service Agents, Customer Representatives, and Source of Support Representatives

Top-of Scale (11th Year) New Wage Rates

Effective April 16, 2024

Customer Service Agents

Top-of-Scale Wage Rate Increases

The following top-of-scale (11th Year) wage rates increases (highlighted in blue) for Customer Service Agents will go into effect the April 16-30, 2024, pay period, so the rates will show up starting on the May 5, 2024, paycheck.

Pay Step	Ground Operations Customer Service Agents Rates of Pay				
	DOR	DOR + 12	DOR + 24	DOR + 36	DOR + 48
		3.0%	3.0%	3.0%	3.0%
1st Year	\$18.50	\$19.06	\$19.63	\$20.22	\$20.83
2nd Year	\$19.14	\$19.71	\$20.30	\$20.91	\$21.54
3rd Year	\$20.03	\$20.63	\$21.25	\$21.89	\$22.55
4th Year	\$20.87	\$21.50	\$22.15	\$22.81	\$23.49
5th Year	\$21.98	\$22.64	\$23.32	\$24.02	\$24.74
6th Year	\$23.63	\$24.34	\$25.07	\$25.82	\$26.59
7th Year	\$24.76	\$25.50	\$26.27	\$27.06	\$27.87
8th Year	\$25.89	\$26.67	\$27.47	\$28.29	\$29.14
9th Year	\$27.05	\$27.86	\$28.70	\$29.56	\$30.45
10th Year	\$28.17	\$29.02	\$29.89	\$30.79	\$31.71
11th Year	\$35.00	\$38.35	\$39.50	\$40.69	\$41.91

Customer Representatives

Top-of-Scale Wage Rate Increases

The following top-of-scale (11th Year) wage rates increases (highlighted in blue) for Customer Representatives will go into effect the April 16-30, 2024, pay period, so the rates will show up starting on the May 5, 2024, paycheck.

Pay Step	CS&S Customer Representatives Rates of Pay				
	DOR	DOR + 12	DOR + 24	DOR + 36	DOR + 48
		3.0%	3.0%	3.0%	3.0%
1st Year	\$17.94	\$18.48	\$19.03	\$19.60	\$20.19
2nd Year	\$18.57	\$19.13	\$19.70	\$20.29	\$20.90
3rd Year	\$19.47	\$20.05	\$20.65	\$21.27	\$21.91
4th Year	\$20.35	\$20.96	\$21.59	\$22.24	\$22.91
5th Year	\$21.45	\$22.09	\$22.75	\$23.43	\$24.13
6th Year	\$23.10	\$23.79	\$24.50	\$25.24	\$26.00
7th Year	\$24.25	\$24.98	\$25.73	\$26.50	\$27.30
8th Year	\$25.38	\$26.14	\$26.92	\$27.73	\$28.56
9th Year	\$26.53	\$27.33	\$28.15	\$28.99	\$29.86
10th Year	\$27.66	\$28.49	\$29.34	\$30.22	\$31.13
11th Year	\$34.54	\$37.85	\$38.99	\$40.16	\$41.36

Source of Support (SOS) Representatives

Top-of-Scale Wage Rate Increases

The top-of-scale (11th Year) wage rates increases (highlighted in blue) for SOS Representatives will go into effect the April 16-30, 2024, pay period, so the rates will show up starting on the May 5, 2024, paycheck.

Pay Step	Source of Support Rates of Pay				
	DOR	DOR + 12	DOR + 24	DOR + 36	DOR + 48
		3.0%	3.0%	3.0%	3.0%
1st Year	\$21.04	\$21.67	\$22.32	\$22.99	\$23.68
2nd Year	\$21.63	\$22.28	\$22.95	\$23.64	\$24.35
3rd Year	\$22.53	\$23.21	\$23.91	\$24.63	\$25.37
4th Year	\$23.37	\$24.07	\$24.79	\$25.53	\$26.30
5th Year	\$24.59	\$25.33	\$26.09	\$26.87	\$27.68
6th Year	\$26.24	\$27.03	\$27.84	\$28.68	\$29.54
7th Year	\$27.36	\$28.18	\$29.03	\$29.90	\$30.80
8th Year	\$28.49	\$29.34	\$30.22	\$31.13	\$32.06
9th Year	\$29.65	\$30.54	\$31.46	\$32.40	\$33.37
10th Year	\$30.77	\$31.69	\$32.64	\$33.62	\$34.63
11th Year	\$37.71	\$41.32	\$42.56	\$43.83	\$45.15