

TABLE XXVIII. OFFICE ASSISTANT AND CUSTOMER SERVICE REPRESENTATIVE

January 2004

County	Office Assistant—Entry Level			Office Assistant—Journey Level			Utility Customer Service Representative			Senior Utility Customer Service Representative						
	No.	Min.	Max.	Actual	No.	Min.	Max.	Actual	No.	Min.	Max.	Avg.	No.	Min.	Max.	Avg.
Alamance		n/a				n/a				n/a				n/a		
Alexander																
Alleghany		n/a				n/a				n/a				n/a		
Anson		n/a			8	\$ 17,064	\$ 27,427	\$ 18,456		n/a				n/a		
Ashe		n/a				n/a				n/a				n/a		
Avery		n/a				n/a				n/a				n/a		
Beaufort	4	\$ 17,590	\$ 26,385	\$ 19,299	1	19,209	28,814	21,890	1	\$ 20,456	\$ 30,684	\$ 20,155	1	\$ 24,394	\$ 36,591	\$ 25,237
Bertie		n/a				n/a				n/a				n/a		
Bladen		n/a			10	21,155	30,607	23,837	1	21,155	27,981	21,155	1	23,030	30,607	23,516
Brunswick	12	18,840	33,000	19,750	19	25,236	44,220	33,012	3	21,792	38,208	22,344	1	35,520	62,220	38,580
Buncombe	31	III 19,855	28,281	22,750	32	IV 23,697	33,705	24,725		n/a				n/a		
Burke	1	18,260	28,303	24,149	4	22,195	34,403	21,778		n/a				n/a		
Cabarrus	4	20,422	31,498	24,142		n/a				n/a				n/a		
Caldwell		n/a				n/a				n/a				n/a		
Camden	3	17,669	26,502	19,822		n/a			1		part-time	8.50/hr	1	19,295	28,941	19,480
Carteret		n/a			4	18,212	25,733	21,973		n/a				n/a		
Caswell		n/a				n/a				n/a				n/a		
Catawba	50	20,666	32,094	23,510	10	25,124	38,998	28,532		n/a				n/a		
Chatham		n/a			3	20,889	30,863	24,117	1	24,182	35,729	24,182	1	27,995	41,361	31,732
Cherokee	4	17,882	25,929	20,984	7	19,342	28,045	24,097		n/a				n/a		
Chowan		n/a				n/a			1	19,883	35,709	23,018		n/a		
Clay		n/a				n/a				n/a				n/a		
Cleveland	40	18,828	28,038	22,716	4	20,670	30,792	24,936		n/a				n/a		
Columbus		n/a				n/a			1	13,701	21,904	20,340	1	20,709	33,107	24,017
Craven	6	19,889	29,634	22,250	3	21,840	32,546	23,728	3	21,840	32,546	24,208	1	30,332	45,190	43,120
Cumberland	70	20,430	33,710	21,174	12	V 24,478	40,389	27,729		n/a				n/a		
Currituck		n/a				n/a			2	20,917	31,064	21,854	1	23,874	35,430	25,506
Dare	25	19,388	31,990	29,095	13	20,261	36,506	26,441	2	22,125	36,506	26,212	1	34,449	56,841	38,952
Davidson	2	18,096	27,144	20,253		n/a				n/a				n/a		
Davie																
Duplin		n/a			4	20,206	31,863	21,617	2	23,673	37,332	25,384		n/a		
Durham	69	18,450	31,763	20,262	18	22,478	38,701	26,850		n/a				n/a		
Edgecombe		n/a				n/a				n/a			1	21,792	32,350	28,183
Forsyth	24	20,800	34,299	24,005	5	24,356	40,185	28,937		n/a				n/a		
Franklin	8	21,402	30,575	23,200	7	25,719	36,741	27,113	1	23,461	33,516	23,461		n/a		
Gaston	21	18,074	28,015	22,567	9	19,357	30,010	23,821		n/a				n/a		
Gates		n/a				n/a				n/a				n/a		
Graham		n/a				n/a				n/a				n/a		
Granville																
Greene		n/a				n/a			1	16,386	22,943	20,438	1	19,916	27,882	25,816
Guilford	211	20,850	35,445	26,386	64	22,987	39,078	30,152		n/a				n/a		
Halifax		15,442	24,880	no data		17,024	27,448	no data		20,701	33,418	no data		22,833	36,878	no data
Harnett		n/a			1	24,696	34,573	26,177	3	20,709	28,992	24,850	1	22,614	31,649	27,961
Haywood		n/a				n/a				n/a				n/a		
Henderson	3	19,364	28,646	20,592	9	20,943	30,986	23,283		n/a				n/a		
Hertford		n/a				n/a			1	19,672	29,113	19,672		n/a		
Hoke	4	18,596	23,819	18,596	3	28,849	38,798	28,796		n/a				n/a		
Hyde																
Iredell	9	IV 21,204	32,868	26,504	3	VI 24,240	37,572	31,596		n/a				n/a		
	16	III 19,368	30,024	23,426	1	V 23,184	35,940	25,044								
Jackson		n/a				n/a				n/a				n/a		
Johnston	2	22,435	33,117	21,367		n/a				n/a				n/a		
Jones		n/a				n/a			2	21,336	26,604	22,242		n/a		
Lee		20,871	29,127	no data		22,791	31,832	no data		n/a				n/a		
Lenoir	4	16,700	26,515	20,022	3	20,066	40,087	30,769		n/a				n/a		
Lincoln	1	18,090	26,200	22,041		n/a			4	22,041	31,922	22,592		n/a		
McDowell		n/a				n/a				n/a				n/a		
Macon	5	16,840	25,260	no data	8	18,566	27,849	no data		n/a				n/a		
Madison																
Martin		n/a				n/a			1	20,087	32,111	20,589		n/a		
Mecklenburg	136	21,112	35,891	25,741	19	22,975	39,057	33,020		n/a				n/a		
Mitchell		n/a			1	19,513	27,318	19,513		n/a				n/a		
Montgomery	7	19,212	31,116	20,173	5	22,080	35,820	26,976		n/a				n/a		
Moore	8	18,671	28,344	21,151		n/a			1	23,525	36,134	25,324	1	25,779	39,776	30,758
Nash		n/a			3	26,580	40,608	30,251	1	22,896	34,932	25,932		n/a		
New Hanover	16	23,691	36,338	26,316	23	28,995	44,512	32,375	5	26,208	40,221	26,208		n/a		

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	No.	Min.	Max.	Actual	No.	Min.	Max.	Actual	No.	Min.	Max.	Avg.	No.	Min.	Max.	Avg.
Northampton		n/a			10	\$ 18,903	\$ 33,355	\$ 21,874	2	\$ 18,903	\$ 33,355	\$ 20,412		n/a		
Onslow		n/a			25	18,446	25,828	19,174	5	20,106	28,149	20,124	3	\$ 20,106	\$ 28,149	\$ 20,106
Orange	8	\$ 24,461	\$ 39,104	\$ 27,088	13	25,699	41,084	27,256		n/a				n/a		
Pamlico	12	15,408	29,003	19,288	8	16,986	38,867	23,036	2	15,408	29,003	21,331		n/a		
Pasquotank		n/a				n/a			2	17,704	27,551	22,628	1	20,522	31,867	28,275
Pender	2	17,779	25,891	23,469	2	24,520	35,328	34,122	1	17,779	25,891	20,282		n/a		
Perquimans		n/a				n/a			1.5	22,064	53,008	20,596		n/a		
Person	17	17,844	27,036	no data		n/a				n/a				n/a		
Pitt	8	20,460	32,336	20,252	6	22,472	35,516	27,083		n/a				n/a		
Polk	3	19,821	28,316	22,000	5	22,946	39,845	39,941		n/a				n/a		
Randolph	6	19,344	29,088	20,946	3	22,128	33,420	24,228		n/a				n/a		
Richmond	4	18,137	26,398	18,379		n/a			2	17,709	25,775	21,355		n/a		
Robeson	7	16,456	23,056	16,361	18	18,748	26,320	19,960	1	34,756	49,588	40,071		n/a		
Rockingham		n/a				n/a				n/a				n/a		
Rowan	36	19,390	30,765	21,825	24	21,384	33,943	24,396		n/a				n/a		
Rutherford		19,266	28,977	no data		25,232	37,944	no data		n/a				n/a		
Sampson	4	17,880	26,820	19,254	20	18,720	28,080	19,340		n/a			1	21,492	32,232	23,268
Scotland	3	19,932	28,152	21,476	14	21,804	30,804	23,057		n/a				n/a		
Stanly		n/a				n/a			1	20,017	30,026	21,041	1	20,938	31,407	22,211
Stokes	9	18,100	27,150	19,444	5	19,577	29,365	21,450		n/a				n/a		
Surry		n/a			11	20,292	32,652	23,090		n/a				n/a		
Swain	1	18,046	25,264	20,802	8	22,488	31,483	24,752		n/a				n/a		
Transylvania		n/a				n/a				n/a				n/a		
Tyrrell		n/a				n/a				n/a				n/a		
Union	30	20,824	31,236	26,180	18	27,207	40,810	35,310	4	20,824	31,236	27,313	1	26,013	39,020	37,400
Vance	4	16,584	29,928	19,000	8	21,156	32,988			n/a				n/a		
Wake	11	18,132	30,220	24,173	219	20,366	33,944	25,360		n/a				n/a		
Warren		n/a				n/a				n/a				n/a		
Washington		n/a				n/a			1	17,376	25,152	17,376		n/a		
Watauga																
Wayne		n/a			45	18,608	29,022	19,544		n/a				n/a		
Wilkes	7	17,180	36,078	22,620		n/a				n/a				n/a		
Wilson		n/a				n/a			1	20,748	35,088	20,748	1	27,480	46,476	27,480
Yadkin	1	24,768	35,856	24,768		n/a				n/a				n/a		
Yancey		n/a				n/a				n/a				n/a		