

### Overtime Wages

A call centre worker shall be paid overtime wages at the rate of time and a half for every hour or part thereof, where a nursing home worker works in excess of the normal hours of work.

### Vacation Leave

A call centre worker shall be entitled to vacation with pay as follows-:

Period of Work	Vacation
1 year to 2 years .....	14 working days
3 years to 5 years .....	18 working days
6 years and over .....	21 working days

### Maternity Leave

A call centre worker who has one year continuous service with an employer shall be entitled to maternity leave for the aggregate period of ten weeks confinement during which time the employer shall pay not less than thirty-five percent of wages to a call centre worker.

### Paternity Leave

A call centre worker who has completed at least one year of service shall be granted one week paternity leave to assist his wife or common law partner (only one woman with whom he is cohabiting for three years) with the acute phase of the post-partum period

### Compassionate Leave

On the **death of a husband, wife, common-law partner, mother, father, or child** a call centre worker should be granted **three days** compassionate leave to facilitate funeral arrangements in Saint Vincent and the Grenadines. To facilitate funerals that are conducted overseas, a maximum of five days shall be granted. Vacation leave shall be given in the event that the employee requests additional days.

## Department of Labour



*Ministry of Agriculture, Forestry, Fisheries,  
Rural Transformation, Industry and Labour*

*St. Vincent and the Grenadines*



## Call Centre Workers

### Our Location:

*The ground floor of Marion House Building, Murray's Road, Richmond Hill, Kingstown, St. Vincent and the Grenadines.*

### Contact:

*Telephone: 1 (784) 457 1789 1 (784) 456 1111*

*Ext. 5474*

*Email: [labourdpt@gmail.com](mailto:labourdpt@gmail.com)*

**Opening Hours: Monday to Friday: 8.00a.m. to 4:15p.m.**



“CALL CENTRE WORKERS ” means workers employed in customer care, tele-banking, tele-medicine, tele-education, tele-trading, tele-marketing, tele-communication, ecommerce, other service providers who are allowed to operate by using infrastructure provided by various access providers

**Hours of Work**

The hours of work of a call centre worker shall be :

- (a) forty-four hours per week: The scheduled work week consists of five days of eight hours inclusive of two fifteen-minute paid rest periods and exclusive of thirty minutes unpaid time for lunch and one day of four hours with no rest period; or
- (b) forty-four hours per week: The scheduled work week consists of four days of ten hours inclusive of three fifteen-minute paid rest periods and exclusive of thirty minutes unpaid time for lunch and one day of four hours with no rest period

**Minimum Wages**

Call Centre worker	Rate
Back office associate level 1 .....	\$7.50 per hour
Back office associate level 2 .....	\$8.25 per hour
Cleaner (full-time).....	\$50.00 per day
Cleaner (part-time).....	\$7.00 per hour
Driver .....	\$60.00 per day
Contract centre service expert (probation).....	\$7.00 per hour
Chat associate level 1 .....	\$8.25 per hour
Chat associate level 2 .....	\$9.20 per hour
Customer accounts executive .....	\$8.25 per hour
Contract centre service expert (full-time) .....	\$9.20 per hour
Customer service agent .....	\$9.20 per hour
Voice associate 1 .....	\$8.25 per hour
Voice associate 2 .....	\$9.20 per hour
Watchman.....	\$57.60 per day

**Sick Leave**

A Call Centre worker shall be entitled to sick leave with pay as follows:

Period of work	Sick Leave
6 months .....	7 calendar days
1 year to 5 years .....	14 calendar days
6 years and over .....	21 calendar days

*Please note that this brochure does not capture all the information provided in the Wages and Regulations Order for Call Centre workers.*

*For further information please visit the Department of Labour’s office or contact us at the numbers listed in this brochure.*