

Singapore Salary Guide 2007



- **Banking & Finance • Call Centre**
- **Engineering & Technical • Healthcare & Life Sciences**
- **Human Resources • Information Technology**
- **Logistics & Warehousing • Office Support**
- **Sales, Marketing & Advertising**

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FOREWORD

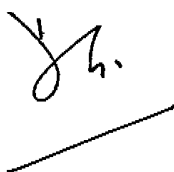
We are pleased to present the Kelly Services Annual Singapore Salary Guide 2007. This year, the guide is supported by the Singapore Human Resources Institute (SHRI).

We saw the need to create a comprehensive reference tool as many companies were requesting information on current salary trends on a daily basis. The aim of this guide is to provide a compilation of salaries and job titles across the wide range of industries. In this new 2007 edition of the Singapore salary guide, we address the upbeat tempo in the Singapore employment market and report the latest pay rates and new job titles created. The compiled findings have been presented in an easy-to-read format for your reference.

The good news is that the 2007 economy is buoyant and there is robust job creation in all positions and sectors. The major challenges now are for companies to attract talent in a competitive market while retaining their current workforce as turnover rates skyrocketed during the last quarter of 2006. Competitive and attractive salary packages are one of the components in attracting and retaining quality employees.

We are confident that this 2007 salary guide from Kelly Services will be a useful reference tool * in the year ahead. Additionally, we welcome questions you may have and are always on hand to assist you with current data and support you in developing recruiting strategies and programmes to suit your specific business needs.

Best Wishes!



Dhirendra Shantilal
VP & Managing Director, Asia Pacific

** Please note that the salary ranges in this publication are subject to changes arising from fluctuations in market and economic conditions.*

A copy of this guide can also be found on our website. Visit us at: www.kellyservices.com



BANKING & FINANCE

Banking and Finance industry in 2007 will be a year of rapid growth and change. Buoyed by the surge in employment and economic factors in 2006, 2007 will ride a higher wave in terms of salary increment and performance bonus. For employers, this signifies a chance to explore innovative retention strategies to keep their talents with them in the year ahead. Management-level movement will remain, while we may see more staff movement at the rank and file level as transactions increase.

Banking Division

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
BANKING				SGD	SGD
Bank Teller	'N' levels with CO S / 'O' levels	1-3	Handle high volume of over-the-counter transactions. Assist with customer enquiries, ensure service delivery standards are met & actively promote bank products and services.	1300 + commission + allowances	1900 + commission + allowances
Remittance / Settlement / Loans Clerk	'O' / 'A' levels	1-2	Cheque clearance, inward/outward remittances, telegraphic transfer & demand drafts. Accept & confirm forex deals. Process & document housing loan applications.	1500	2000
Collection / Debt Recovery Officer	'O' levels / Diploma	1-3	Review collection procedures and ensure diligent debt recovery. Analyse customers' profile & propose viable solutions. Restructure & negotiate payment. Knowledge in legal/litigation processes & documentation. Monitor delinquent accounts & collection functions.	1600	2200
Trade Finance Clerk	'O' levels / Diploma	2-3	Process trade finance products with knowledge of various trade instruments e.g. Letter of Credit, trade collections & payments, including the accompanying payment processes.	1900	2600
Bank Operations Officer	Degree	0-1	Processing of trade settlements. Back-room admin duties.	1800 + shift allowance	2600 + shift allowance
Customer Service Officer	Diploma / Degree	2-3	Attend to walk-in customers & follow-up on customer service issues as well as identify business potential from existing database.	2000 + commission	2800 + commission
Mortgage Sales Specialist	Diploma / Degree	2-3	Identify prospective customers through lead generation to achieve desired mortgage and related lending product targets.	2000 + commission	3000 + commission
Trade Finance Officer	Diploma / Degree	1-2	Supervisory role in the processing of trade finance products.	2200	3000
Personal Financial Consultant / Personal Banker	Diploma / Degree	2-3	Provide advice & recommend investment products according to clients' risk profile. Identify business potential from the execution of sales.	2200 + commission	3200 + commission
FX Dealer	Diploma / Degree	2-3	Good knowledge of foreign exchange products. Familiar with inter-bank market transaction. Manage the flow and risk of FX pricing. To process inter-bank deposit/placement deals, futures, FRAs, government bills/bonds and foreign exchange.	2500	5000
Compliance Officer	Degree	2-3	Ensure interpretation & adherence to all regulatory requirements. Conduct & review results of compliance surveillance test plans. Support the implementation and roll-out of compliance-related initiatives.	2800	3600
Bank Auditor	Degree	2-3	Report audit findings, evaluate system effectiveness & assess procedural deficiencies. Ensure high level of internal control & system adherence to guard against fraud or procedural non-compliance.	2800	3800
Settlement Officer	Degree	3-5	Settlement of trades (FX/MM), bonds & securities. Liaise with brokers, counter parties & Fund Managers.	3000	4000
Secretary	'O' / 'A' levels	3-5	Support a team of Senior Managers in travel arrangements & meetings.	2600	4000
Senior Secretary	Diploma	Min 6	Support Heads of Department or top-level Executives. Travel arrangements, report preparations and scheduling of Manager(s) schedule. Taking of minutes and other secretarial duties.	4000	6000
Securities / Equities Dealer	Degree Holder	3-5	Support relevant teams and responsible for executing global equities, fixed income and structured products through brokers. Update market information. To work closely with operations staff to resolve trade discrepancies.	3500	6000
FINANCE					
Accounts Clerk	'O' levels / Certificate	1-3	Balance expenses, data entry & basic accounts support. Filing, photocopying, faxing & other admin duties.	1500	1800



BANKING & FINANCE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Payroll Clerk	'O' levels / LCCI	1-2	Calculate & prepare payroll, taking into account overtime & deductions such as tax, CPF, insurance payments, etc.	1400	2000
Credit Control Clerk	'O' levels / Diploma	1-2	Manage accounts receivables. Prepare reports of loans and accounts that are delinquent and forward reports for legal action.	1500	1800
Accounts Assistant	'O' levels / Certificate	1-3	Record & compile summaries of organisation's financial transactions for management purposes. Assist in full set of accounts.	1700	2400
Credit Control Officer	Diploma / Degree	2-4	Contact customers. Send follow-up inquiries. Negotiate with past due accounts for debt recovery.	1800	3000
Accounts Supervisor	LCCI Higher / Diploma / Professional Certificate	2-4	Supervise full set of accounts. Assist in the analysis of financial statements & year-end closing/audits.	2300	3600
Accounts Payable Manager	Degree	5-6	Ensure timely payment of vendor invoices, expense vouchers & maintain accurate control reports. Staff management.	2800	4200
Financial Analyst	Degree	2-3	Report & analyse financial & operating data.	3000	4500
Credit Control Manager	Diploma / Degree	4-6	Determine credit worthiness of clients. Formulate credit & collection policy. Negotiate with past due accounts. Take appropriate action against delinquent accounts. Supervisory duties.	3200	5500
Auditor	Degree / Professional Certification	2-4	Ensure authenticity & accuracy of financial statements, especially assets & liabilities. Analyse samples of work done & conduct procedural interviews.	3000	4800
Accountant	Degree / Professional Certification	4-5	In-charge of general accounting that involves the preparation of statistical data & financial reports concerning profits, cash & inventory. Analyse, report & provide advice on financial dealings or organisations/individuals. Advise on associated record-keeping & compliance requirements.	4000	6500
Finance Manager	Degree	6-7	Prepare financial reports, i.e. income, expenses, capital usage & cash-flow. Preparation of strategic plans, budgets & financial forecasts. Develop accounting and management policies & procedures.	5500	8500
Administrator	Diploma / Degree	3-5	Contribute to the smooth and efficient operations of the office by undertaking all of the day-to-day office administration functions. Support teams and provide basic support roles to secretaries.	2600	3800
Office Manager	Diploma	Min 6	To ensure operations run smoothly. Vendor management, basic procurement of office supplies, general HR duties, reconciliations, report preparations and general administration.	3800	4500



CALL CENTRE

Call Centre industry continues to grow phenomenally across Asia-Pacific. Both local and MNCs are investing heavily in Call Centres driven by high ROI. Call Centre agents are in high demand due to their value as key contact points for businesses and thus serve as a revenue generating unit. The industry service standard has been raised tremendously over the years as Call Centre Agents are expected to project the professional corporate image. They need to provide one-stop service to customers, so they are intensively trained to cross-sell all products for the companies. There is also an anticipated growth in demand for foreign talent due to multi-lingual skills requirements.

Call Centre Division

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Sales Outbound / Telemarketer (entry level)	'O' / 'A' levels	0-1	Responsible for setting up appointments & sales. Handle outbound calls for selling a product or service, typically with respect to quotas or sales goals. May be responsible for specific accounts or geography.	1500 + commission	1800 + commission
Sales Outbound / Telemarketer (experienced)	'A' levels / Diploma	2-3	Responsible for setting up appointments & sales. Handle outbound calls for selling products or services, typically with respect to quotas or sales goals. May handle specific accounts or geography. Typically handle key accounts & more difficult situations. To lead, teach, guide and/or motivate teams through the call process if necessary.	1800 + commission	2500 + commission
Customer Service Officer – Inbound (entry level)	'O' / 'A' levels / Diploma	0-1	To handle incoming calls (orders, inquiries, complaints) and direct calls for further problem resolution.	1500 + allowances	1800 + allowances



CALL CENTRE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Customer Service Officer – Inbound (experienced)	Diploma / Degree	1-2	Handle incoming calls (orders, inquiries, complaints) and direct calls for further problem resolution. To handle larger clients or 1 st level escalation. To lead, teach, guide and/or motivate teams through the call process if necessary.	1600 + allowances	2200 + allowances
Helpdesk	'A' levels / Diploma	1-2	To screen and/or service requests, compile problem reports & provide solutions to complex issues as required.	1800 + allowances	2300 + allowances
Call Centre Supervisor / Team Leader	Diploma / Degree	2-3	Oversee team of junior & senior officers. Motivate team, roster planning & handle staffing issues such as disciplinary & performance counselling.	2800	3500
Call Centre Trainer	Diploma / Degree	2-3	Work with HR & Call Centre Manager to provide training on systems, procedures & product knowledge. Facilitate & plan training schedules.	3000	4500
Operations Manager	Diploma / Degree	3-4	Oversee all aspects of operations. Report to Call Centre Manager. Handle internal inquiries & divisional operations.	3800	5000
Call Centre Manager / Head	Degree	3-4	Implement service strategies. Oversee daily operations as well as marketing, sales & IT. Ensure service levels are met. Plan workflow & structure. Solve escalated complaints. Motivate & lead teams. Work with HR to assist in recruiting, staff appraisals & training. Good project management skills.	5000	10000

NATIVE-SPEAKING POSITIONS - CALL CENTRE

JAPANESE

Customer Service Representative	Degree	-	To handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution. To lead, guide and/or motivate teams through the call process if necessary.	2700 + allowance	3800 + allowance
Helpdesk Analyst	Degree	-	Responsible for providing high level technical support and training for client applications. Assist in the resolutions of client technical problems and/or apply real time solutions.	2800 + allowance	4000 + allowance
Sales Outbound / Telemarketer	Degree	-	Handle outbound calls for selling a product or service, typically with respect to quotas or sales goals. Qualify prospects and produce quality leads.	2700 + commission	3200 + commission
Team Leader / Supervisor	Degree	-	Oversee team of agents. Motivate team, roster planning & handle staffing issues such as disciplinary & performance counselling.	4000	6000

KOREAN

Customer Service Representative	Degree	-	To handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution. To lead, guide and/or motivate teams through the call process if necessary.	2500 + allowance	3500 + allowance
Helpdesk Analyst	Degree	-	Responsible for providing high level technical support and training for client applications. Assist in the resolution on client technical problems and/or apply real time solutions.	2800 + allowance	4000 + allowance
Sales Outbound / Telemarketer	Degree	-	Handle outbound calls for selling a product or service, typically with respect to quotas or sales goals. Qualify prospects and produce quality leads.	2500 + commission	3000 + commission
Team Leader / Supervisor	Degree	-	Oversee team of agents. Motivate team, roster planning & handle staffing issues such as disciplinary & performance counselling.	3800	5500

OTHER LANGUAGES

Customer Service Representative	Degree	-	To handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution. To lead, guide and/or motivate teams through the call process if necessary.	2000 + allowance	2700 + allowance
Helpdesk Analyst	Degree	-	Responsible for providing high level technical support and training for client applications. Assist in the resolution of client technical problems and/or apply real-time solutions.	2300 + allowance	3200 + allowance
Sales Outbound / Telemarketer	Degree	-	Handle outbound calls for selling a product or service, typically with respect to quotas or sales goals. Qualify prospects and produce quality leads.	1800 + commission	2500 + commission
Team Leader / Supervisor	Degree	-	Oversee team of agents. Motivate team, roster planning & handle staffing issues such as disciplinary & performance counselling.	3000	4000



ENGINEERING & TECHNICAL

The outlook for 2007 in the Engineering sector looks promising with many prominent MNCs setting up new operations in Singapore. The Electronics Industry will remain the Number 1 employer followed by the Chemicals Industry. The demand for engineers is expected to be higher than 2006. The challenge for the employers is to compete with other companies in attracting these talents and retain them.

Kelly Engineering Resources

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Engineering Director	PHD/MSc/MBA	> 10	R&D, design and patent for company products. Oversee and lead entire engineering teams (QA, R&D, Design, Failure Analysis) to success. Master Black Belt holder. Financial management.	10000	15000
Engineering Manager	PHD/MSc/MBA Degree	> 10	R&D, design and patent for company products. Lead entire engineering team R&D, QA, Lead and oversee engineering team. Master Black Belt/Black Belt holder. Conduct induction training. Products development.	10000	15000
Procurement Manager	MSc/Degree	> 8	Strategic sourcing of suppliers and materials. Proficient in mechanical, electrical, electronics parts. >50% travel.	8000	12000
Embedded System/Design Principal Engineer	MSc/Degree	> 8	R&D and product development & design in embedded system architecture design, programming and project management. Proficient in C/C++ programming and porting of Standard C program to TI DSP and Intel XScale architecture. Knowledge of Unix/Linux systems architecture, TCP/IP networking, data communications and information surveillance security.	8000	10000
Planning Manager	MSc/MBA	>3	Operations management in engineering/manufacturing. Execute and roll out plans.	6000	9000
Material Manager	MSc/Degree	5-8	Generate clear-to-build quantity plan based on orders. Expedite with buyers on material shortages & ensure availability. Monitor inventory performance to meet goals set.	6000	10000
Lead Supplier Development Engineer	MSc/Degree	3-5	Lead a team of Supplier Development Engineer. Knowledge in Supply Chain and Sheet Metal, Castings, Cable Assembly, Hardware, PCB for telecommunication, computers, video/audio/entertainment, industrial control equipment, testing and instrumentation, medical devices and products. Knowledge of quality management, CQE and ISO 9000. Lead Assessor	5000	8000
Senior Design Engineer (Automation)	Degree	>5	Design & develop machine & pneumatic control, handlers for lead frame / PCB / CPU test equipment industries. Knowledge of ProE, DOE, DFMEA, FMEA, UPH simulation and structure. Prepare design proposal.	5000	7000
Regional Marketing/ Sales Manager	Degree/ Diploma	5-8	sales and marketing experience in electronics, components, ICs / Pumps & Valves / HVAC industry	5000	8000
Program Manager	Degree/ Diploma	5-8	Plan and introduce products regionally and internationally. 3rd language (Japanese/Korean) a must. Business development managing and planning. Channel building.	5000	8000
Project Manager	Degree/ Diploma	5-8	Projects execution in Oil & Gas, Petrochemical, Chemical, Civil & Structural, Solar, Energy, Wastewater treatment industry. Electrical & electronics system design & integration, troubleshooting, testing, installation and commissioning. Hands on experience in energy, water, infrastructure, solar, inverters, battery, UPS, diesel generators, power system.	4500	7000
Industrial/ Capacity Engineer	Degree / Diploma	5-8	Planning of production floor layout to enable efficient process & material flow. Implement low cost manufacturing.	4000	7000
Electrical Design Engineer	Degree/Diploma	3-5	Design of electrical diagrams for upgrades or modifications. Design machine control systems and panels. Experience with AutoCad, PLC, SCADA. Proficient in solar, inverters, battery, UPS, generators, power automation system.	3000	5000
Mechanical Design Engineers	Degree/Diploma	3-5	Jig & Fixture design. Hands on experience in automation design & mechanical integration in semiconductor & harddisk drive industries. Dimensioning controls.AutoCad 2D/3D, Inventor/Solid Works	3000	5000
PCB Design Engineer	Degree/Diploma	3-5	Proficient in Mentor Graphic, Orcad, Cadence, Protel, PAD, Zuken, CADSTAR. Strong knowledge in PCB fabrication fundamentals and principles with R&D experience.	3000	5000



ENGINEERING & TECHNICAL

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Project Engineer	Degree/Diploma	3-5	Engineering projects execution. Electrical & electronics system design & integration, troubleshooting, testing, installation and commissioning. Hands on experience preferable in solar PV, servicing inverters, battery chargers, UPS, diesel generators, and/or other power system components.	3000	5000
Manufacturing Supervisor	Degree/ Diploma	3-5	Liaise with operators, line leaders & other supporting departments to carry out production/manufacturing operations & projects. Monitor & coordinate machines installation setup. Monitor production issues to ensure targets are met & quality issues minimized.	3000	5000
Firmware/ Software Engineer	Degree/ Diploma	3-5	Strong in Wireless, RF, 2G/3G, WCDMA, CDMA, GSM, GPRS, WIFI, WIMAX cellular, EDGE, HSDPA, HSUPA, Embedded Software development (C, Assembly language in Windows, Linux or VxWorks).	3000	5000
Piping Design Engineer	Degree/ Diploma	3-5	Piping design for Oil & Gas, Water/Wastewater Treatment, Chemical, Energy.	3000	5000
Field Application Engineer	Degree/ Diploma	3-5	Failure analysis locally or overseas. Provide technical support.	3000	5000
Systems Design Engineer	Degree/ Diploma	3-5	Product development support/system level design/ failure analysis.	3000	5000
Development Engineer	Degree / Diploma	3-5	Product design, building automation or HVACR, electro-mechanical systems, and modules. Familiarity with 2D & 3D-CAD system. Hands-on experience in engineering drawing, part assembly, machining, electro-mechanical system. Testing & commissioning.	3000	5000
Service Engineer	Degree/ Diploma	3-5	Technical servicing, support, enquiries for customers onsite locally & regionally. Resolve technical & quality issues	3000	5000
Production Engineer	Degree/ Diploma	3-5	To be assigned plants in the areas of productivity improvement, process efficiencies, cost reduction and facility layout. Manages all aspects of the development and implementation of production projects. Prepare cost analysis for project evaluation for COO, Regional VP, GMO and plant management. Maintain an up-to-date knowledge of related machinery and equipment for possible operation applications and assist plants in machinery and equipment specification. Monitor assigned plant's compliance to policies and procedures.	3000	5000
Equipment Engineer	Degree/ Diploma	3-5	Provide sales & service to local & international customers. Prepare quotation, presentation material, sales analysis report, customer complaints report, etc.	2800	4500
Sales Engineer	Degree/ Diploma	3-5	Provide sales & service to local & international customers. Prepare quotation, presentation material, sales analysis report, customer complaints report, etc.	2800	4500
QA Engineer	Degree/ Diploma	3-5	Plan and direct activities in development, application and maintenance of quality standards. Monitor and maintain Quality Assurance activity exp with CE, FDA, ISO13485, ISO16949.	2800	4500
Electrical & Instrumentation/ Control Engineer	Degree/ Diploma	3-5	Design and modification of E&I equipments/machines. Proficient in PLC, SCADA, DCS hardware & software. Power electrical circuit design. Well versed in AC, stepper & servo motors. Multi-axis matrix positioning controls knowledge	2800	4500
Mechanical Engineer	Degree/ Diploma	3-5	Strong analytical skills in design process. Proficient in Pro-E CAD modeling skills.	2800	4500
Process Engineer	Degree/ Diploma	3-5	To develop process for new products & improve product process for current products. Knowledge of SPC, DOE & FMEA.	2800	4500
Electrical Engineer	Degree/Diploma	3-5	Design of electrical diagrams for upgrades or modifications. Design machine control systems and panels. Experience with AutoCad.	2800	4500
Planner	Degree/ Diploma	3-5	Regularly schedule/plan production. Plan production manufacturing loadings include work in process and ship dates to meet customer demands. Responds to customer inquiries. Works on related projects and/or assignments as required.	2800	4000



HEALTHCARE & LIFE SCIENCES

In the Healthcare and Life Sciences sector, the hiring expectations for 2007 have increased substantially. In order to attract and retain the talent required, employers are aware that they will need to increase remuneration packages. Bonuses are generally higher as well, as employers place emphasis on talent retention.

Kelly Scientific Resources

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Regional Business Development Director - Pharmaceutical	BS/MS Degree in Chemistry or Chemical Engineering and an MBA	5-7	Identify and deliver business alliances/acquisitions consistent with strategic business development plans. Drive Pharmaceutical end-use strategy.	13000	15000
Quality Auditor	BS Degree in Life Sciences	4-10	Conduct cGMP audits of third-party vendors. Communicate critical cGMP findings and perform 'for cause' audits as requested by quality operations.	8500	9500
Manager - Quality Assurance	MS Degree in Biochemistry, Microbiology, Pharmacy	5-7	Exposure to Quality Assurance requirements as per local and international regulatory norms and experience in handling Biotech related Quality Assurance. Exposure to international regulatory audits of US FDA.	7000	8000
Product Manager	BS Degree in Life Sciences	4-8	Initiate and co-ordinate strong and creative marketing plans to achieve sales target of each product portfolio.	6500	8500
Clinical Site Manager	BS Degree in Life Sciences, Pharmacy, Nursing	3-5	Monitor the progress of assigned Investigator sites by maintaining close contact with site personnel and site monitors. Coordinate data management activities.	6000	8000
Analytical Chemist	Bachelor of Applied Science	8-10	Review all validation protocol; supervise a group of laboratory personnel. Knowledge of HACCP.	6000	7000
Technical Sales Support / Account Manager	BS Degree in Microbiology, Biochemistry or Pharmacology	2-5	Technical service and support of customers and account management. Implement strategy for product end use.	5000	8000
Sales Account Manager	BS Degree in Food Technology, Chemistry	5-6	Identify potential customers by building an internal and external network, market research and commercial contacts. Propose solutions for the needs of customers.	5000	7000
Regulatory Affairs Manager	BS Degree in Pharmacy/ Pharmacology. Registered with the Singapore Pharmacy Board	2-3	Includes the full spectrum of Pharmaceutical product registration services. Adhere to requirements of HSA and other regulatory bodies.	4000	5000
Regional Head QA - APAC, ME & Africa	Pharmacy, Biology or Chemistry degree	8-10	Develop QA organisation and increase QA and compliance awareness.	10000	15000
Regional Director - Global Regulatory Sciences	Ph.D or MD, Health Sciences	5-6	Implement regulatory strategies & file plans for development and life-cycle products.	10000	15000
Clinical Data Manager	Degree in Life Sciences, Pharmacy or Nursing	3-5	Data management activities related to clinical trials.	4500	6000
Dairy End - Use Manager	Graduate in Food, Science and Technology	5-6	Sales & Marketing of dairy.	8000	11000
Medical Relationship Manager	Degree in Science, Nursing or Medicine	3-4	Develop & manage a network of key opinion leaders.	5500	7000
Laboratory Manager	BS in Medical Technology, MT (ASCP) certification	5-6	Manage daily operations of the laboratory.	5000	7000
Medical Technologist	BS in Medical Technology	2-3	Perform all manual & automated testing.	2300	3500
Research Officers	Degree in Chemistry	2-3	Synthesis of functional dyes and semi-conductors.	2500	3500



HUMAN RESOURCES

HR has increasingly played a more strategic and business partner role in organizations. Retention, career development, competitive compensation and benefits are some of the areas critical to many organizations today for attracting and retaining good talent. Through this dynamic evolution, we will see greater opportunities for HR practitioners in the attraction, retention and development areas. All HR practitioners will need to strengthen their knowledge particularly in these fields.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
HR Clerk / Assistant	'O' levels / Certificate	1-2	General HR admin duties. Maintenance of leave/medical records. Coordinate interviews.	1500	1800
HR Officer / Executive	Diploma / Degree	3-6	Active screening & recruitment of staff. Coordinate recruitment ads. Ensure consistent benefits & compensation practice.	2400	4000
Training Executive	Diploma / Degree	2-5	Conduct company training programmes. Knowledgeable of commonly used concepts, practices & procedures. Source for external trainers.	2400	4500
Training Manager	Degree	5-6	Design, plan & implement training programmes; policies & procedures; and career development programmes.	4200	5800
HR Manager	Diploma / Degree	6-10	Design, plan & implement HR policies & procedures. In-charge of recruitment, salary & staff benefits. Performance evaluation. Determine & enforce government regulations. Supervise team of HR executives.	5500	8000



INFORMATION TECHNOLOGY

We saw a surge in IT salaries in 2005 of about 8-10% over the previous year and this was a direct result of an economic turnaround. 2006 was a good year in general for IT employment with more IT jobs and lesser unemployment. However in 2006 the salary increase was almost flat. Rising employee cost was kept in check partly due to a good supply of IT manpower from overseas and this has allowed Singapore to remain competitive as a business destination for more companies. Though permanent employment remained popular in 2006 for IT workers, contract or project based – employment has gained momentum and has found favour with employers who like the flexibility as well as IT professionals who seek new challenges and exposure. The newly introduced Personal Employment Pass scheme should also help make contracting a more popular option for IT workers.

Kelly IT Resources

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Helpdesk Analyst	Degree / Diploma	1-3	Remotely troubleshoot problems through email/telephone by taking over the control users' terminals via LAN/WAN connections. Plan, coordinate & support business processes, systems & end-users. Handle phone-in & escalation of problems.	2200	3500
Analyst Programmer / Software Engineer	Degree / Diploma	2-5	Design, code & test programmes to support application systems development plan.	3000	5000
Systems / Network Administrator	Degree	2-5	Administer & operate LAN & WAN networks, system management & hardware support.	3500	5500
Business / Systems Analyst	Degree	3-5	Perform systems feasibility studies, analysis & design. Translate business rules and requirements into system specs. Work closely with Engineers & Technical Support to resolve customer issues. Provide technical application support to users.	4000	6000
Database Administrator	Degree	3-7	Responsible for administration & technical maintenance of the company's distributed database system.	4000	8000
Technical Consultant	Degree	3-6	Track problems & changes. Continuity of ownership & documentation of IT operational problems from occurrence to resolution, including post-resolution analysis. Provide solutions to IT-related service problems.	4000	7000
Software QA/Test Analyst	Degree	3-5	Testing, certifying, auditing software products.	3500	6000
Applications Consultant	Degree	5-8	To provide functional or technical consulting on the implementation of software applications including ERP, CRM, SCM, PLM, etc. Must have relevant domain knowledge in order to map processes to applications and vice versa.	5000	10000



INFORMATION TECHNOLOGY

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Data-warehousing Consultant	Degree	3-8	To develop data-mining techniques, database architecture & production support. Assist administrators and developers.	4500	8000
IT Manager	Degree	5-10	Oversee the smooth running of IT systems. Troubleshoot & assist the organisation in any IT matters or problems. Good knowledge of new IT developments in the required fields.	6000	10000
Project Manager	Degree	4	Plan, direct & execute project management activities for an area/division. Monitor progress against schedule & project budget. Allocate appropriate resources to deliver project results. Interface between project delivery team and end-users.	6000	10000
Inside Sales Representative	Degree / Higher Diploma	3-5	To identify leads and generate sales using telephony and internet technologies.	3500 + commission	6000 + commission
Pre-sales Consultant	Degree	3-5	Help in the sales of IT products or services by providing technical support, product demonstration to customers, RFP participation and solution architecting.	5000 + commission	8000 + commission
Account Manager/ Sales Manager	Degree	5	Able to build & grow sales for an IT product or services company over a given geography or industry vertical and exceed sales quotas. Identify, qualify & close sales opportunities through prospecting & cross marketing of IT products and services to existing & new customers.	6000 + commission	10000 + commission
Security Consultant	Degree	5-7	Technical consultant specialising in IT security technology. Conducts application and system security health-checks, risk assessment, identity & firewall management.	5000 +	8000 +
IT Auditor	Degree	5-7	Planning and executing of audits of information systems, platforms and operating procedures, fraud management.	5000	8000
Marketing Manager	Degree	5-7	Performs a combination of marketing functions such as channel or product marketing, strategy & business planning, advertising & promotions, lead generation, event management, integrated marketing communications, public relations & corporate communications, market analysis & reporting.	7000	10000
Solutions Architect	Degree	5-10	Provides pre and post sales support in an IT vendor environment by developing the technical architecture and design of systems or applications. Provide technical leadership and subject matter expertise in various stages of the sales and project delivery lifecycle.	7000	10000
Web Server Administrator	Degree	3-6	A good understanding of Web-based applications with strong Unix/Windows Operating Systems and scripting skills. Technical support of Web/Application servers such as Apache/TomCat/WebSphere/Weblogic/SunONE, etc.	3500	6000 +
Storage Consultant	Degree	3-7	Provides subject matter expertise and technical support on hardware/software requirements of storage products including SAN, NAS, Backup and Recovery, Capacity planning/application sizing, Business Continuity and Disaster Recovery, Operating Systems Administration.	5000 +	10000 +



LOGISTICS & WAREHOUSING

Logistics continue to be a key success factor for a company to gain competitive advantage. There is potential growth for 3PLs as more companies move towards out-sourcing this function in anticipation of cost and time reduction and increased geographical coverage. The challenges for Logistics companies are to attract, manage and groom talents who will drive growth in this competitive and growing market.

Jurong Branch

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Warehouse / Store Assistant / Operations Assistant	'O' / 'N' levels	1-3	Basic warehouse operations. Receiving, picking & packing duties.	1100	1500
Shipping Assistant	'O' levels / Certificate	1-3	Prepare shipping documentation. Knowledge of LC/BL. Ensure smooth delivery & handle customers' enquires. Verification of freight invoices, cycle count, etc.	1300	1800
Warehouse Supervisor	'O' / 'N' levels	3-5	Manage warehouse operations. Receive, issue, pick & pack. Ensure timely shipment.	1700	2300
Operations Executive	Diploma / Degree	2-3	Manage warehouse operations & ensure proper documentation. Plan cargo schedules. Inventory control/management and reconciliation of suppliers' invoices.	2200	2800
Shipping Supervisor	Diploma / Degree	4-5	Organise receiving & issuing of goods. Manage shipping operations & ensure proper documentation. Ensure quantity & quality of goods.	1800	2400
Warehouse Manager	Diploma / Degree	4-5	Plan for efficient storage & systematic retrieval. Manage all warehouse activities. Proper upkeep of the store and warehouse. Identify reliable and cost efficient freight forwarders.	3500	5000
Distribution Manager	Degree	6-7	Manage ordering & distribution of goods. Ensure timely deliveries to maximise sales. Liaise with the forwarder on the timing of arrival of goods.	4500	6000



OFFICE SUPPORT

2007 will see an increasing trend in hiring capable and well-rounded personnel who can handle receptionist, administrator and basic accounting responsibilities. There has been a great demand in talents like Secretaries, Office Coordinators and Personal Assistants who can handle a diverse portfolio and be an active participant in the company's growth.

International Plaza Branch

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Data Entry Clerk	'N' / 'O' levels / Certificate	1-2	Data entry. Processing & transmission of data.	1350	1600
Security Officer	'O' / 'A' levels	3-4	Protect property against fire, theft & illegal entry. Make routine periodic tours around buildings & grounds. Check visitors for proper identification & clearance.	1300	1800
Dispatch cum Office Boy	'N' / 'O' levels	1-2	Mail delivery & collection. Motorbike & licence required. Run simple errands.	1200	1500
Receptionist / Front Office Assistant	'N' / 'O' levels / Certificate	1-3	Receive customers. Attend to phone calls. Admin duties.	1400	1800
Personal Driver	'N' / 'O' levels	2-3	Chauffeur high-ranking management or visitors. Run errands. Good driving record.	1500 + Allowances	2000 + Allowances
Administrative Clerk / Coordinator	'N' / 'O' levels / Certificate	1-3	Sort & distribute mail. Prepare simple business correspondence & reports. Attend to telephone enquiries & visitors. Filing.	1500	1800
Secretary	PSC / Diploma	2-4	Schedule appointments, travel arrangements & attend to callers. Dictation. Relieve officials of clerical work & administrative duties.	2200	3000
Executive Secretary	PSC / Diploma	3-5	Support senior management. Take minutes of meetings. Execute routine secretarial assignments.	3000	4500
Administration / Office Manager	Diploma / Degree	4-6	Responsible for office administration & management, i.e. human resources, office lease, property facilities & records. Assigning work to other clerical employees & ensuring conformance to office policies.	3700	5500



SALES, MARKETING & ADVERTISING

Human capital creates and sustains a competitive edge for businesses. Finding the right talent is the biggest challenge most industries face. With a shrinking pool of skilled workforce, companies are spending comprehensive amount of time and effort on the hiring, training and retention process. Developing human capital has become an almost full-time job of managers. Due to this workforce reality, companies are now moving towards outsourcing the various aspects of talent management expertise.

North Branch

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Promoter / Retail Assistant	'O' / 'N' levels	1-2	Front line. Counter sales. Promote products in store.	1400	1600
Sales Coordinator	'O' / 'N' levels	2-3	Coordinate client leads & customer sales. Process sales orders.	1600	2000
Market Researcher	Diploma / Degree	2-4	Collect & analyse information to assist in marketing.	2000	2600
Customer Service Executive	Diploma / Degree	2-3	Attend to customer enquiries. Service existing customers & their needs. Visit customers when necessary.	2400	3000
Marketing Executive	Diploma / Degree	2-4	Marketing of new or existing products and services. Collate market trends for product development. Liaise with ad agencies & suppliers. Production of marketing materials.	2400	3000
Brand / Product Manager	Higher Diploma / Degree	3-4	Conceptualise & execute activities for brand positioning. Determine product pricing. Maintain & direct product's image in the market.	3000	4000
Sales Executive	Diploma / Degree	2-3	Lead generation. Sell products & services. Prepare & submit proposals.	2800	3500
Advertising Manager	Diploma / Degree	4-5	Develop company's advertising strategy according to brand/product/ corporate policies. Liaise with advertising agencies.	3500	4200
Marketing Manager	Higher Diploma / Degree	4-5	Actively plan and implement marketing initiatives. Ensure that all marketing plans are executed.	4500	6000
PR Manager	Degree	4-6	Plan & develop communication strategies. Promote complete information flow within the organisation & build positive media & public relations.	4500	6000
Sales Manager	Degree	5-7	Plan & manage business strategies. Meet sales targets & quotas. Develop consulting service/product according to market needs. Coordinate activities of sales team. Monitor budget achievement. Prepare forecasts.	5000	7000

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