

Salary Guide 2006 Salary Guide 2006

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



Indonesia Salary Guide 2006



*Celebrating
60 Years
of Excellence*

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Foreword

In this 2006 edition of the Indonesia salary guide, we address the upbeat tempo in the Asian market and report the latest pay rates and new job titles created. On a day-to-day basis, clients request information from us on current salary trends. The aim of this guide is to provide a compilation of salaries and job titles across the wide range of industries we service. The compiled findings have been presented in an easy-to-read format for your reference.

The 2006 economy is very buoyant, leading to increased job demand in all positions and sectors. The major challenges now are for companies to hire talent in a candidate-dry market place, to expand their teams plus retain their talent as turnover rates have skyrocketed during the first quarter of 2006. All jobs are on hot demand. Competitive and attractive salary packages are strong components in attracting and retaining quality employees.

Whilst, we hope that this guide will serve as a reference tool for you, we are always on hand to assist you with current data and support you in developing recruiting strategies and programmes to suit your specific needs. Please note that the salary ranges in this publication are subject to changes arising out of fluctuations in market and economic conditions.

We hope you find this 2006 salary guide from Kelly Services useful to your business in the year ahead!

Bernadette Themas
Country Manager
Kelly Services

Kelly Services provides temporary, permanent, contract, executive and outsourcing services.

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



BANKING & FINANCE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
BANKING				RUPIAH	RUPIAH
Bank Teller	'N' levels with COS / 'O' levels	1-3	Handle high volumes of over-the-counter transactions. Assist with customer enquiries, ensure service delivery standards are met & actively promote bank products and services.	1,500,000	2,000,000
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.	1,200,000	2,000,000
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.	1,300,000	2,000,000
Bank Operations Officer	Degree	0-1	Processing of trade settlements. Backroom admin duties.	1,200,000	1,500,000
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.	2,000,000	3,000,000
Mortgage Sales Specialist	Diploma / Degree	2-3	Identify prospective customers through lead generation to achieve desired mortgage and related lending product targets.	2,500,000	4,000,000
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.	2,500,000	4,000,000
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.	2,000,000	4,000,000
Secretary	'O' / 'A' levels	3-5	Support a team of Senior Managers in travel arrangements & meetings.	3,000,000	5,000,000
Senior Secretary	'O' / 'A' levels	Min 5	Support Heads of Dept in secretarial duties, calendar management, travel planning, corporate administrative duties.	6,000,000	12,000,000
FINANCE					
Accounts Clerk	'O' levels / Certificate	1-3	Balance expenses, data entry & basic accounts support. Filing, photocopying, faxing & other admin duties.	2,000,000	3,500,000
Payroll Clerk	'O' levels / LCCI	1-2	Calculate & prepare payroll, taking into account overtime & deductions, such as tax, CPF, insurance payments, etc.	2,000,000	3,000,000
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.	1,800,000	2,500,000
Accounts Assistant	'O' levels / Certificate	1-3	Record & compile summaries of organisation's financial transactions for management purposes. Assist in full set of accounts.	2,000,000	3,500,000
Credit Control Officer	Diploma / Degree	2-4	Contacting customers. Sending follow-up inquiries. Negotiating with past due accounts for debt recovery.	2,000,000	4,000,000
Accounts Supervisor	LCCI Higher / Diploma / Professional Cert	2-4	Supervise full set of accounts & delegate work to clerical staff. Assist in the analysis of financial statements & year-end closing/audits.	3,000,000	6,000,000
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. Supervise two or more officers.	4,000,000	9,000,000
Financial Analyst	Degree	2-3	Report & analyse financial & operating data.	5,000,000	12,000,000



BANKING & FINANCE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Auditor	Degree / Professional Certification	2-4	Ensure authenticity & accuracy of financial statements, especially assets & liabilities. Analyse samples of work done & conduct procedural interviews.	6,000,000	12,000,000
Accounts Payable Manager	Degree	5-6	Ensure timely payment of vendor invoices, expense vouchers & maintain accurate records & control reports. Manage a staff of administrators/clerks.	8,000,000	12,000,000
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 & give advice on the financial dealings of organisations/individuals. Advise on associated record-keeping & compliance requirements.	8,000,000	12,000,000
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.	20,000,000	30,000,000



CALL CENTRE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Sales Outbound / Telemarketer (entry level)	'O' / 'A' levels	0-1	To sell & set up appointments. 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. To up-sell as appropriate.	1,500,000	1,700,000
Sales Outbound / Telemarketer (experienced)	'A' levels / Diploma	2-3	To sell & set up appointments. Handle outbound calls for selling a product or service, typically with respect to quotas or sales goals. May handle specific accounts or geography. To up-sell as appropriate. Typically handle larger clients & more difficult situations. To lead, teach, guide and/or motivate teams through the call process if necessary.	2,700,000	3,500,000
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.	1,500,000	2,500,000
Helpdesk	'A' levels / Diploma	1-2	To screen and/or service requests, compile problem reports & provide solutions to complex issues as needed.	1,500,000	2,500,000
Call Centre Trainers	Diploma / Degree	2-3	Work with HR & Call Centre Manager to provide training. Train on systems, procedures & product knowledge. Facilitate & plan training schedules.	3,000,000	4,500,000
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.	3,500,000	5,000,000
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.	4,000,000	6,000,000
Operations Manager	Diploma / Degree	3-4	Oversee all aspects of the operations. Report to Call Centre Manager. Handle internal inquiries & divisional operations.	6,000,000	12,000,000
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.	8,000,000	14,000,000



ENGINEERING & TECHNICAL

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Facilities Technician	Nitec/Master Nitec/NTC	1-5	Install, service, repair & maintain engineering equipments.		
Associate Engineer	Diploma	1-2	Assist in new line set-ups. Prepare quotations, documentations, etc.		
Facilities Technical Officer	Diploma	2-5	Assist Engineer to plan & control maintenance work. Supervise all maintenance & variation jobs on site.		
Draughtsman	Diploma	1-2	Design moulds, structures & fixtures. Handle design duties from 2 to 3 dimension. Able to meet deadline & implement multiple changes during the course of a project. Knowledge of Autocad & other designing software is a must.		
Supervisor	Diploma	3-4	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 minimised.		
Quantity Surveyor	Diploma / Degree	2-5	To work on tenders. Attend site meetings. Prepare preliminary quotations.		
Material Planner	Diploma	2-4	Generate clear-to-build quantity plan based on orders. Expedite with buyers on material shortages & ensure availability. Monitor inventory performance to meet goals set.		
Order Engineer	Diploma / Degree	2-3	Order handling & technical review. Fabrication drawings to vendors & customers. Mechanical design. QA/QC inspection.		
Sales & Service Engineer	Diploma	3-4	Sales & service to local & international customers. Prepare quotation, presentation material, sales analysis report, customer complaints report, etc.	6,000,000	9,000,000
Electrical/Mechanical Engineer	Diploma / Degree	2-5	To manage the facilities control system. Plan & control maintenance work. Coordinate with customers & contractors on all site matters.		
Process Engineer	Diploma / Degree	2-3	To develop process for new products & improve product process for current products. Knowledge of SPC, DOE & FMEA.	5,000,000	11,000,000
Planning Engineer	Degree	5-8	Planning of production floor layout to enable efficient process & material flow. Implement low cost manufacturing.		



HUMAN RESOURCES

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
HR Clerk/Assistant	'O' levels / Certificate	2	General HR admin duties. Maintenance of leave/medical records. Co-ordinate interviews.	2,000,000	2,500,000
Training Executive	Diploma / Degree	2-3	Conduct company training programmes. Knowledgeable in commonly used concepts, practices & procedures. Sourcing for external trainers.	5,000,000	10,000,000
HR Officer/Executive	Diploma / Degree	3	Active screening & recruitment of staff. Coordinate recruitment ads. Ensure consistent benefits & compensation practice.	6,000,000	10,000,000
Training Manager	Degree	5-6	Design, plan & implement training programmes, policies & procedures, and career development programmes.	10,000,000	15,000,000
HR Manager	Diploma / Degree	5-7	Design, plan & implement HR policies & procedures. In charge of recruitment, salary & staff benefits. Performance evaluation. Determine & enforce government regulations. Supervise team of HR executives.	15,000,000	25,000,000



INFORMATION TECHNOLOGY

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Helpdesk Analyst	Degree	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.	3,000,000	6,000,000
Analyst Programmer	Degree	2	Design, code & test programmes to support the application systems development plan.	4,000,000	6,000,000
Web Designer	Degree	2	Develop innovative web-based design application & content management.	4,000,000	6,000,000
IT Executive	Higher Diploma/ Degree	2	Maintain sufficient, standard & reliable systems/infrastructure to ensure effective & efficient operations. Implement IT procedures & processes to ensure maximum data protection/security.	5,000,000	8,000,000
Systems Programmer/ Software Engineer	Degree	2-3	Familiar with software development life cycles. Possess skills in application design. Prepare programme specifications, coding/ documentation & testing.	6,000,000	10,000,000
IT Administrator	Diploma/ Degree	1-3	Provide implementation & administration involving LAN, WAN & dial-up connectivity, firewall, reverse proxy & technical support.	5,000,000	8,000,000
Network Administrator	Degree	2-3	Administer & operate LAN & WAN networks, system management & hardware support.	5,000,000	10,000,000
Database Administrator	Degree	3	Responsible for administration & technical maintenance of the company's distributed database system.	4,000,000	7,000,000
Systems Engineer	Degree	2-3	Provide system design & consultancy to customers. Respond to requests for technical queries & support. Conduct technical training to customers & IT administrators.	5,000,000	10,000,000
Network Support Engineer	Degree	3-5	Perform communication & networking systems analysis & design planning for integration. Support of network in internet, intranet & extranet. Analyse & participate in the development of security standardisation & implementation of security controls for LAN & WAN.	5,000,000	10,000,000
ERP Consultant	Degree	5-8	To provide functional or technical advice on the implementation of ERP solutions. Must have some domain knowledge in order to map processes.	8,000,000	20,000,000
Account Manager	Higher Diploma/ Degree	3-4	Responsible for achievement of IT products and/or solution sales & revenue target. May be assigned to target-specific industry verticals.	8,000,000	15,000,000
Business Development Manager	Degree	5	Commercially aware of customers' needs. Possess the acumen necessary to grow sustainable & profitable business. A strong intellect capable of grasping & clearly communicating complex business & technology concepts.	12,000,000	25,000,000
IT Manager	Degree	5-7	Oversee the smooth running of the IT systems. Troubleshoot & assist the organisation in any IT matters or problems. In tune with all the new IT developments in the required fields.	15,000,000	25,000,000
Project Manager	Degree	4	Plan, direct & execute project management activities for an area/ division. Monitor progress against schedule & project budget. May allocate or assist in the allocation of appropriate resources to deliver project results.	20,000,000	30,000,000



LOGISTICS & WAREHOUSING

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Operations Executive	Diploma / Degree	2-3	Manage warehouse operations & ensure proper documentation. Plan cargo schedules. Inventory control/management and reconciliation of suppliers' invoices.	2,000,000	3,000,000
Warehouse/Store Assistant	'O' / 'N' levels	1-3	Basic warehouse operations. Receive, unpack, pack, pick and check cargos.	2,500,000	4,500,000
Shipping Assistant	'O' levels / Certificate	1-3	Prepare shipping documentation. Knowledge of LC/BL. Ensure smooth delivery & handle customers' inquires. Verification of freight invoices, cycle count, etc.	2,500,000	4,500,000
Shipping Supervisor	Diploma / Degree	4-5	Organise, receiving & issuing of goods. Manage the shipping operations & ensure proper documentation. Ensure quantity & quality of goods.	3,000,000	4,500,000
Warehouse Supervisor	'O' / 'N' levels	3-5	Manage warehouse operations. Receive, issue, pick & pack. Ensure timely shipment.	5,000,000	8,000,000
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.	10,000,000	15,000,000
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.	15,000,000	20,000,000



OFFICE SUPPORT

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Despatch cum Office Boy	'N' / 'O' levels	1-2	Mail delivery & collection. Motorbike & licence required. Run simple errands.	850,000	1,000,000
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.	1,000,000	1,300,000
Personal Driver	'N' / 'O' levels	2-3	Chauffeur high-ranking management or visitors. Run errands. Good driving record.	1,000,000	1,200,000
Data Entry Clerk	'N' / 'O' levels / Certificate	1-2	Input information into a computer. Processing & transmission of data.	1,200,000	1,500,000
Administrative Clerk/ Coordinator	'N' / 'O' levels / Certificate	1-3	Sort & distribute mail. Prepare simple business correspondence & reports. Attend to telephone enquiries & visitors. Filing.	1,500,000	2,000,000
Receptionist/Front Office Assistant	'N' / 'O' levels / Certificate	1-3	Receive customers. Attend to phone calls. Admin duties.	1,500,000	2,500,000
Secretary	PSC / Diploma	2-4	Schedule appointments, travel arrangements & attend to callers. Take dictation. Relieve officials of clerical work & administrative duties.	3,000,000	6,000,000
Executive Secretary	PSC / Diploma	3-5	Work with top management. Take & transcribe minutes of meetings. Execute routine secretarial assignments. Provide supervision & work coordination of other staff.	5,000,000	8,000,000
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.	6,000,000	12,000,000



SALES, MARKETING & ADVERTISING

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Promoter/Retail Assistant	'O' / 'N' levels	1-2	Frontline. Counter sales. Promote products in store.	1,500,000	2,500,000
Sales Co-ordinator	'O' / 'N' levels	2-3	Coordinate client leads & customer sales. Process sales orders.	2,000,000	2,500,000
Market Researcher	Diploma / Degree	2-4	Collect & analyse information to assist in marketing.	2,000,000	3,000,000
Customer Service Executive	Diploma / Degree	2-3	Entertain customer inquiries. Service existing customers & their needs. Make visits to customers' office when necessary.	2,000,000	2,700,000
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.	2,500,000	3,000,000
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.	10,000,000	15,000,000
Sales Executive	Diploma / Degree	2-3	Lead generation. Sell products & services on BtoB basis. Prepare & submit proposals. Involve in sales pitch.	2,500,000	3,000,000
Advertising Manager	Diploma / Degree	4-5	Develop company's advertising strategy according to brand/product/corporate policies. Liaise with advertising agencies to create the company's product/image. Prepare and track A&P spending. Develop promotional & sales support materials.	6,000,000	8,000,000
Marketing Manager	Higher Diploma / Degree	4-5	Coordinate marketing activities. Organise marketing functions & campaigns. Involve in product launches & preparation of marketing plan.	15,000,000	25,000,000
PR Manager	Degree	4-6	Plan & develop communication strategies. Promote complete information flow within the organisation & build positive media & public relations.	15,000,000	25,000,000
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.	15,000,000	25,000,000

About Kelly Services®

Kelly Services, Inc. is a Fortune 500 global company with 60 years' experience in offering staffing solutions that include temporary staffing services, staff leasing, outsourcing, vendor on-site and full-time placement. Kelly owns and operates a network of offices across Asia Pacific, Europe and the Americas. For more information, visit www.kellyservices.com.

A Company of Specialists in Indonesia

Kelly Services has constantly evolved to meet the changing needs of the workplace across various industries;

- Banking & Finance • Call Centre
- Construction • Engineering
- Exhibition & Promotions
- Hospitality • Industrial
- Information Technology
- Marketing & Retail • Office





Kelly Services

Mayapada Tower, 18th Floor
Jl. Jenderal Sudirman Kav. 28
Jakarta 12920, Indonesia
Tel: (62) 21 5211873
Fax: (62) 21 5211874
Email: info@kellyservices.co.id

www.kellyservices.com



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