

# Employment Outlook and Salary Guide 2010/11


A TOOL FOR WORKFORCE PLANNING



## SINGAPORE

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Kelly Services, Inc. (NASDAQ: KELYA, KELYB) is a leader in providing workforce solutions. Kelly offers a comprehensive array of outsourcing and consulting services as well as world-class staffing on a temporary, contract and permanent placement basis. Serving clients around the globe, Kelly provides employment to 480,000 employees annually.

Kelly has been at the forefront of the recruitment industry for over 60 years and has set the industry benchmark with our innovative recruitment and retention strategies. We pride ourselves in delivering a high level of customer service and providing the right talent in accordance with our clients' requirements. All our candidates undergo a stringent screening process to ensure they are the best possible fit for the job.

For more than 30 years in Singapore, and with offices across the island, Kelly has in-depth experience working with Singapore's leading companies and delivering the best talent available.

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# Executive Overview

We are pleased to present the Kelly Services Singapore Employment Outlook and Salary Guide 2010/11, a comprehensive reference tool on the salary trends, job titles and employment outlook across industries.

The aim of the Employment and Outlook Salary Guide is to provide an insight to the latest salary ranges for various positions across industries in Singapore through a compilation of salaries and job titles. This year, we have revamped our Salary Guide to reflect our business growth in the Professional and Technical space in Singapore and have included the employment outlook for a better perspective of the employment market across industries.

Kelly Services' specialist divisions in the Professional and Technical space include **Kelly Selection**, **Kelly Engineering Resources** (KER), **Kelly IT Resources** (KITR) and **Kelly Scientific Resources** (KSR). Typically if a role requires more than 5 years experience, it would more likely be positioned with one of Kelly Services specialist divisions.

As reported by the Ministry of Manpower, the labour market was more resilient during the 2009 recession than in previous downturns, due to the aid of the SGD20.5 billion Resilience Package and concerted tripartite efforts by the government and organizations to save jobs. The employment rate fell in early 2009, only to recover to a large extent in the fourth quarter of 2009. This has paved the way for a slow and steady economic recovery in Singapore in 2010.

The salary ranges are indicative of actual transactions between employers and employees and represent a reflection of the marketplace. The compiled findings are presented in an easy-to-read format.

Although organizations are expected to increase their hiring activity due to improved business confidence, we foresee that most of the talent pool, especially those in mid-senior management roles will still remain in their current organizations as passive job seekers, who will only leave when there are substantial benefits such as an increase in salary or opportunity in career advancement. As for those in general roles, we expect marginal increases in salary as there is an increasing trend where organizations look at other variable factors such as training and performance bonuses.

We trust you find this 2010/11 Singapore Handbook from Kelly Services useful to your business.



**Mark Sparrow**  
Managing Director

*\* Please note that the salary ranges in this publication are based on a monthly basis and are subject to changes arising from fluctuations in market and economic conditions. Salary ranges are dependent on the type of organization the role is based in (SME, Mid-Tier or MNC). Salary ranges are not inclusive of variable factors such as allowances, expense claims, bonuses and CPF contribution.*

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# GENERAL RECRUITMENT SERVICES

Our general recruitment offices are located across Singapore for strategic access to key labour pools and client sites. We provide adhoc and volume workforce solutions that include temporary and contract, permanent placements and vendor on-site.



Kelly Services general recruitment focuses on client staffing requirements from entry level to junior executive positions in functional areas such as Accountancy & Finance, Banking, Customer Service, Exhibition & Events, Hospitality & Tourism, Human Resources, Logistics & Warehousing, Office Support, Sales & Marketing and Retail.

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# SPECIALIST RECRUITMENT SERVICES

Kelly Services specialist divisions include Kelly Selection, Kelly Engineering Resources, Kelly IT Resources, and Kelly Scientific Resources. Our specialist divisions focus exclusively on the functional staffing requirements of our clients and draw in the formidable resources and infrastructure built by Kelly Services. It is the best of both worlds – a company with specific knowledge and expertise backed by a respected leader who has been staffing the world for more than 60 years.

We tailor our methodology to suit each requirement and our clients' specific needs. Our database is unmatched in the industry giving us access to a large pool of potentially suitable candidates in a timely manner. Our constant presence in online portals, media contribution, use of display advertising and our innovative approach to market mapping and networking allow us to reach passive candidates that would otherwise not be available.



Kelly Selection is a search and selection practice for mid to senior level professionals, with specialist consultants offering expertise in Accountancy & Finance, Banking, Human Resources, Sales & Marketing, Legal, Risk & Compliance and Procurement & Supply Chain.

[kellyselection.com.sg](http://kellyselection.com.sg)



Kelly Engineering Resources specializes in placing engineering professionals in contract, contract-to-hire and full-time employment across all disciplines including Aerospace, Chemical, Construction, Electrical, Heavy Equipment, Manufacturing, Oil & Gas, Pharmaceutical, Semi-Conductor and Telecommunications.

[kellyengineering.com.sg](http://kellyengineering.com.sg)



Kelly IT Resources specializes in mid to senior level permanent and contract IT recruitment, with in-depth sectoral knowledge of the Financial Services, End-User Commerce, IT Vendor and Consulting industries.

[kellyit.com.sg](http://kellyit.com.sg)



Kelly Scientific Resources provides scientific staffing to a broad spectrum of industries including Chemical, Cosmetics, Food Science, Pharmaceutical, Biomedical, Consumer Products, Medical Device, Clinical, Petrochemical and Clinical Research.

[kellyscientific.com.sg](http://kellyscientific.com.sg)



P-Serv specializes in project and process management such as Customer Service Management, Exhibition & Events Management, Facility Management, Revenue Collections Management and Payroll Administration.

[p-serv.com.sg](http://p-serv.com.sg)

A modern office interior with a glass railing and blurred people in motion. The scene is brightly lit with natural light from large windows. The overall color palette is cool, dominated by blues and greys. A large black graphic element is overlaid on the right side of the image, containing white text. A small green and white graphic element is located in the upper left corner of the black overlay.

# RECRUITMENT. OUTSOURCING. CONSULTING.

# ACCOUNTING & FINANCE

In this current economic situation, most organizations are looking at roles which include credit control, financial budgeting & analysis and project planning. This is because organizations are looking at managing costs/ expenses, while increasing sales and business efficiency. In a bid to cut costs, organizations may also get their finance personnel to take on other roles such as administrative duties.

Senior Accounting positions within Commerce and Industry have been slow to rebound as businesses consolidate their resources before adding new high value positions, although there has been an active demand for mid-level positions such as Senior Accountant and Finance Manager.

In some of the roles, the salary range can appear broad. This reflects the difference in salaries, the use of job titles and whether the hiring organization is a SME, a Mid-Tier Firm or MNC.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>ACCOUNTING &amp; FINANCE – COMMERCE AND INDUSTRY</b>					
Finance Director / CFO	Degree / Postgrad	12+	Corporate officer primarily responsible for managing the financial risks of the corporation. Responsible for financial planning and record-keeping, as well as financial reporting to higher management.	12500	32000
Financial Controller	Degree / Postgrad	10-12	Supervise accounting and financial reporting within an organization. Oversee accounting and the implementation and monitoring of internal controls.	10000	22500
Senior Finance Manager	Degree / Postgrad	8-10	Responsible generally for overseeing other finance staff including finance managers.	7800	15800
Finance Manager	Degree / Postgrad	6-8	Responsible for providing financial advice and support to clients and colleagues to enable them to make sound business decisions.	5500	12500
Senior Management Accountant	Degree	5-7	Prepare internal management accounts (generally monthly) that assess business performance to enable management to make informed decisions.	5500	10000
Senior Financial Accountant	Degree	5-7	A supervisory role, prepares financial accounts for external users in compliance with relevant reporting requirements.	5500	10000
Financial Accountant	Degree	3-5	Prepare financial accounts for external users in compliance with relevant reporting requirements.	5000	9100
Financial Analyst	Degree	3-7	Analyse financial performance of an organisation including productivity, profitability, performance against budget and determines causes and remedies.	5000	9100
Senior Treasury Manager	Degree	7+	Supervisory role, manages a company's holdings in and trading in government and corporate bonds, currencies, financial futures, options and derivatives, payment systems and the associated financial risk management.	7500	20000
Treasury Manager	Degree	5-7	Manage a company's holdings in and trading in government and corporate bonds, currencies, financial futures, options and derivatives, payment systems and the associated financial risk management.	5750	15000
Head of Internal Audit	Degree	8+	Supervisory role, analyzes business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	9000	26500
Internal Audit Manager	Degree	5-8	Supervisory role, analyzes business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	5500	16500
Tax Director/Head	Degree	8+	Person responsible for overseeing tax function within an organisation and ensures compliance with local, state, federal and international taxes.	12500	29000
Tax Manager	Degree	5-7	Responsible for collation of information to enable reporting of financial information to comply with tax reporting requirements. Researches on tax issues.	5500	16500
Tax Accountant	Degree	3-5	Responsible for collation of information to enable reporting of financial information to comply with tax reporting requirements. Research on tax issues.	4500	10000

**HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>ACCOUNTING &amp; FINANCE – PRIVATE PRACTICE</b>					
<b>AUDIT</b>					
Director	Degree / Postgrad	10+	Audit function deals with reporting on the financial position of a client's business. Additionally it deals with the risk elements of their business, analysing exposure to external and internal threats, and compliance with relevant statutory and regulatory requirements.	16000+	
Senior Manager	Degree / Postgrad	8-10		9000	15000
Manager	Degree / Postgrad	5-8		5400	7750
Senior Associate/ Assistant Manager	Degree / Postgrad	3-5		4000	5250
Consultant	Degree / Postgrad	1-3		3000	4000
<b>ADVISORY PRACTICES</b>					
Director	Degree / Postgrad	10+	Advisory function within practice provides clients with advice in the handling of business risks both financial and non-financial. Furthermore they review operations to enhance performance. Additional services may include mergers & acquisitions and related activities.	16000+	
Senior Manager	Degree / Postgrad	8-10		9000	15000
Manager	Degree / Postgrad	5-8		5400	7750
Senior Associate/ Assistant Manager	Degree / Postgrad	3-5		4000	5250
Consultant	Degree / Postgrad	1-3		3000	4000
<b>TAX</b>					
Director	Degree / Postgrad	10+	Tax function assists clients to meet the challenges they face in complying with local, federal and international tax reporting requirements.	16000+	
Senior Manager	Degree / Postgrad	8-10		9000	15000
Manager	Degree / Postgrad	5-8		5400	7750
Senior Associate/ Assistant Manager	Degree / Postgrad	3-5		4000	5250
Consultant	Degree / Postgrad	1-3		3000	4000

 **HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>ACCOUNTING &amp; FINANCE</b>					
Accountant	Degree / Professional Certificate	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
Accounts Payable Manager	Degree	5-6	Ensure timely payment of vendor invoices, expense vouchers & maintain accurate control reports. Staff management.	2800	4200
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.	2400	3600
Accounts Assistant	'O' levels / Certificate	1-3	Record & compile summaries of organisation's financial transactions for management purposes. Assist in full set of accounts.	1800	2500
Accounts Clerk	'O' levels / Certificate	1-3	Balance expenses, data entry & basic accounts support. Filing, photocopying, faxing & other administrative duties.	1500	1800
<b>Credit Control Manager</b>	Diploma / Degree	4-6	Determine credit worthiness of clients. Formulate credit and collection policy. Negotiate with past due accounts. Take appropriate action against delinquent accounts. Supervisory duties.	3200	5500
Credit Control Officer	Diploma / Degree	2-4	Contact customers. Send follow-up inquiries. Negotiate with past due accounts for debt recovery.	1800	3000
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.	1600	2000
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
Auditor	Degree / Professional Certificate	2-4	Ensure authenticity & accuracy of financial statements, especially assets & liabilities. Analyse samples of work done & conduct procedural interviews.	3000	4800
<b>Financial Analyst</b>	Degree	2-3	Report & analyse financial & operating data.	3000	4500
Payroll Clerk	'O' levels / LCCI	1-2	Calculate & prepare payroll, taking into account overtime & deductions such as tax, CPF, insurance payments, etc.	1600	2200

**HOT JOB**

# BANKING & FINANCE

The market outlook for the Banking and Insurance industries is positive due to the higher demand for talent and better credit outlook. The banking industry will see new trends like increased wealth creation in Asia. This will create more opportunities in the wealth management sector and growth is expected to happen in Singapore, Malaysia, Indonesia and China. Globalisation will lead to huge capital flow across borders and there will be a greater leverage on technology to improve job creation.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>BANKING</b>					
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.	1100	1900
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	2800
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
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 & collections functions.	1600	2500
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 initiative.	2800	3600
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
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. Process inter-bank deposit/ placement deals, futures, FRAs, government bills/bonds and foreign exchange.	2500	5000
Mortgage Sales Specialist	Diploma / Degree	2-3	Identify prospective customers through lead generation to achieve desired mortgage and related lending product targets.	2000	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	3200
Settlement Officer	Degree	3-5	Settlement of trades (FX/MM), bonds & securities. Liaise with brokers, counter parties & Fund Managers.	3000	4000
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
Bank Operations Officer	Degree	0-1	Processing of trade settlements. Back-room admin duties.	1800	2600
Trade Finance Officer	Diploma / Degree	1-2	Supervisory role in the processing of trade finance products.	2200	3000
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 accompanying payment processes.	1900	2600

**HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>BANKING – ACCOUNTING &amp; FINANCE</b>					
Finance Director/CFO	Degree / Postgrad	12+	Corporate officer primarily responsible for managing the financial risks of the corporation. Responsible for financial planning and record-keeping, as well as financial reporting to higher management.	20000	30000
Financial Controller	Degree / Postgrad	10-12	Supervise accounting and financial reporting within an organization. Oversee accounting and the implementation and monitoring of internal controls.	15000	25000
Senior Finance Manager	Degree / Postgrad	8-10	Responsible generally for overseeing other finance staff including finance managers.	12000	16500
Finance Manager	Degree / Postgrad	6-8	Responsible for providing financial advice and support to clients and colleagues to enable them to make sound business decisions.	6000	11000
Head Product Control	Degree	10+	Oversee a team responsible for the accounting and financial reporting of multiple trading desks. Responsible for the bookkeeping of trades in the portfolios they look after, and act as a primary control function; monitoring trading activity to ensure it is within a specified remit.	16500	21000
Senior Product Controller	Degree	5-10	Supervisory role responsible for the accounting and financial reporting of a trading desk. Responsible for the bookkeeping of trades in the portfolios they look after, and act as a primary control function; monitoring trading activity to ensure it is within a specified remit.	7000	12000
Product Controller	Degree	2-5	Responsible for the accounting and financial reporting of a trading desk. Responsible for the bookkeeping of trades in the portfolios they look after, and act as a primary control function; monitoring trading activity to ensure it is within a specified remit.	4000	7000
Senior Treasury Manager	Degree	10+	Supervisory role, manages a company's holdings in and trading in government and corporate bonds, currencies, financial futures, options and derivatives, payment systems and the associated financial risk management.	16000	26000
Treasury Manager	Degree	7-10	Supervisory role, manages a company's holdings in and trading in government and corporate bonds, currencies, financial futures, options and derivatives, payment systems and the associated financial risk management.	8000	11000
Treasury Accountant	Degree	4-6	Manage a company's holdings in and trading in government and corporate bonds, currencies, financial futures, options and derivatives, payment systems and the associated financial risk management.	3800	7000
Head of Tax	Degree / Postgrad	10+	Responsible for overseeing tax function within an organisation and ensures compliance with local, state, federal and international taxes.	20500	31500
Tax Manager	Degree / Postgrad	6-10	Responsible for collation of information to enable reporting of financial information to comply with tax reporting requirements. Research on tax issues.	7000	15000
Tax Accountant	Degree / Postgrad	2-5	Responsible for collation of information to enable reporting of financial information to comply with tax reporting requirements. Research on tax issues.	4500	6500
Head of Internal Audit	Degree / Postgrad	10+	Supervisory role, analyzes business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	22500	33000
Senior Audit Manager	Degree / Postgrad	7-10	Supervisory role, analyzes business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	15000	23000
Audit Manager	Degree / Postgrad	5-7	Analyze business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	5000	10500
Assistant Audit Manager	Degree / Postgrad	3-5	Analyze business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	4000	5700

**HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>BANKING – MIDDLE OFFICE</b>					
<b>CREDIT</b>					
Head of Credit	Degree	12+	Responsible for management of portfolio of accounts / clients with a view to ensuring banks losses are minimised through tight control on credit facilities and terms provided to clients. Undertake credit reviews on existing facilities and creation of pricing models for new facilities.	16500	22000
Senior Vice President	Degree	10+		12500	15500
Vice President	Degree	7+		9500	13500
Associate Vice President	Degree	4-7		7000	9500
Senior Associate	Degree	2-4		4500	6500
<b>RISK</b>					
Head of Risk	Degree	12+	Responsible for operational and market risks as they pertain to the bank. Ensuring that the banks losses are minimised through implementation of appropriate controls, analysis of exposures and understanding of both internal and external risks.	18500	25000
Senior Vice President	Degree	10+		13500	18500
Vice President	Degree	7+		10000	15500
Associate Vice President	Degree	4-7		8000	10500
Senior Associate	Degree	2-4		5500	7500
<b>COMPLIANCE</b>					
Head of Compliance	Degree	12+	Assist the bank in managing its compliance risk, which can be defined as the risk of legal or regulatory sanctions, financial loss, or loss to reputation a bank may suffer as a result of its failure to comply with all applicable laws, regulations, codes of conduct and standards of good practice.	18500	25000
Senior Vice President	Degree	10+		13500	18500
Vice President	Degree	7+		10000	15500
Associate Vice President	Degree	4-7		8000	10500
Senior Associate	Degree	2-4		5500	7500
<b>BANKING – BACK OFFICE</b>					
<b>CORPORATE ACTIONS</b>					
Director	Diploma / Degree	9+	Responsible for effecting transactions made by public companies that include its shares, share register and shareholders.	13000	19000
Associate Director	Diploma / Degree	6-9		7000	10500
Senior Analyst	Diploma / Degree	5-6		6500	7500
Analyst	Diploma / Degree	3-5		4000	6500
<b>SETTLEMENTS</b>					
Manager	Diploma / Degree	4+	Responsible for overseeing a settlements team charged with ensuring timely and accurate settlement of transactions and reconciliation.	5000	7500

**HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
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## BANKING – BACK OFFICE

### DOCUMENTATION

Director	Diploma / Degree	8+	Responsible for ensuring transactions are recorded accurately in both client and internal accounts with appropriate support and are reconciled.	12000	22000
Associate Director	Diploma / Degree	5-7		6500	10000
Senior Analyst	Diploma / Degree	3-5		4500	6000

### TRADE SUPPORT

Head	Diploma / Degree	9+	Responsible for ensuring the appropriate capture of trades, attending to queries and liaising with internal stakeholders to ensure controls are maintained.	17000	23000
Director	Diploma / Degree	6-9		12000	16000
Associate Director	Diploma / Degree	5-6		6500	10000
Senior Analyst	Diploma / Degree	3-5		4200	6000

### OPERATIONS

General Manager	Diploma / Degree	12+	Overall management of the operations team covering multiple functions.	16000	23000
Manager	Diploma / Degree	5-10	Oversee a team of support staff to front office ensuring accurate and timely processing of transactions.	6800	10000
Senior Analyst	Diploma / Degree	3-5	Support staff to front office ensuring accurate and timely processing of transactions.	4750	5600

## INSURANCE

### ACTUARIAL

Senior Vice President	Degree	12+	Individual who applies mathematical and statistical methods to assess risk in the insurance and finance industries.	21500	34000
Vice President	Degree	10+		15000	25000
Senior Manager	Degree	7+		10700	15000
Manager	Degree	5-7		7500	10000

### UNDERWRITING/CLAIMS

Director	Degree	8-10+	Responsible for evaluating the risk and exposure of potential clients. Oversee processing of claims from clients assessing coverage under the policy and minimising payments for non-covered events.	12500	16000
Manager	Degree	5+		8000	12500
Assistant Manager	Degree	3-5		6000	8300

### HOT JOB

# CALL CENTRE

In order to manage and save costs, many global companies prefer the use of shared services and outsourcing of call centres. Although there is a trend of relocating Call Centres to Malaysia, Philippines and India, the availability of multi-lingual employees strengthens. Singapore's position in the Call Centre industry is creating significant growth in this segment in Singapore.

Call Centre and Helpdesk employees remain in demand due to their value as key contact points for businesses and their ability in providing one-stop service to customers. Call Centre employees are also trained to cross-sell products like a telemarketer and to project a professional image as they play a key role in generating revenue for the organization.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
Call Centre Manager / Head	Degree	5-10	Implement service strategies. Oversee daily operations as well as marketing, sales & IT. Ensure service levels are met. Plan workflow & structure. Resolve escalated complaints. Motivate & lead teams. Work with HR to assist in recruiting, staff appraisals & training. Strong project management skills.	5000	8000
Call Centre Supervisor / Team Leader	Diploma / Degree	2-3	Oversee, manage & motivate a team of junior & senior officers. Roster planning & handle staffing issues such as disciplinary & performance counseling.	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
Customer Service Officer – Inbound	Diploma / Degree	2-3	Handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution. Handle larger clients of 1st level escalation. Lead, teach, guide and/or motivate teams through the call process if necessary.	1600	2400
Customer Service Officer – Inbound	'O' / 'A' levels / Diploma	0-1	Handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution.	1500	1800
Operations Manager	Diploma / Degree	3-4	Oversee all aspects of operations. Report to Call Centre Manager. Handle internal inquiries & divisional operations.	4000	5000
Sales Outbound / Telemarketer	'A' levels / Diploma	2-3	Responsible for setting up appointments & sales. Handle outbound calls for selling a product or service, typically with respect to quotas or sales goals. Handle specific accounts or geography. Typically handle key accounts & more difficult situations.	1800	2500
IT Helpdesk (1st to 2nd Level)	'A' levels / Diploma	1-2	Screen and/or service requests, compile problem reports & provide solutions to complex issues as required.	1800	2600

## NATIVE SPEAKING POSITIONS

### JAPANESE

Customer Service Representative	Degree	-	Handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution. Lead, guide and/or motivate teams through the call process if necessary.	3000	4000
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### KOREAN

Customer Service Representative	Degree	-	Handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution. Lead, guide and/or motivate teams through the call process if necessary.	2800	3600
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### OTHER LANGUAGES

Team Leader / Supervisor	Degree	-	Oversee team of agents. Motivate team, roster planning & handle staffing issues such as disciplinary & performance counselling.	3000	4000
Customer Service Representative	Degree	-	Handle incoming calls (orders, enquiries, complaints) and direct calls for further problem resolution. Lead, guide and/or motivate teams through the call process if necessary.	2000	2700
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	2500

 HOT JOB

# ENGINEERING & TECHNICAL

With the cautious outlook on the Construction industry in early 2009, most MNCs and firms in Singapore decreased the hiring of Engineers. With Singapore Government's assistance in growing the construction sector, the building of the two integrated resorts and the bringing forward of construction projects such as upgrading in older estates and new housing, these initiatives helped boost the construction industry in the later part of 2009. This growth is expected to last throughout 2010.

Although sectors such as Oil & Gas, Power, Energy and Wastewater Treatment have not been affected greatly by the economic downturn, they maintain a moderate approach to hiring of Engineers with specific skills, while contract and temporary job offers continue with project cycles.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
Engineering Director	PHD / MSc / MBA	10+	R&D, design and patent for company product. Oversee and lead entire engineering team (QA, R&D, Design, Failure Analysis) to success. Master Black Belt holder. Financial management.	10000	16000
Engineering Manager	PHD / MSc / MBA Degree	10+	R&D, design and patent for company product. Lead entire engineering team R&D, QA, Lead and oversee engineering team. Master Black Belt/ Black Belt holder. Conduct induction training. Product development.	7000	10000
Project Manager	Degree / Diploma	5-8	Projects execution in Oil & Gas, Petrochemical, Chemical, Civil & Structural, Solar, Energy, Wastewater Treatment sectors. Electrical & Electronics system design and integration, troubleshooting, testing, installation and commissioning. Hands-on experience in energy, water, infrastructure, solar, inverters, battery, UPS, diesel generators and power system.	6500	12000
Project Engineer	Degree / Diploma	3-5	Engineering projects execution. Electrical & Electronics system design and 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.	4000	7000
Program Manager	Degree / Diploma	5-8	Plan and introduce products regionally and internationally. Third language (Japanese/Korean) a must. Business development managing and planning. Channel building.	4500	9000
Planning Manager	MSc / MBA / Degree	3-5	Operations management in engineering/manufacturing. Execute and roll out plans.	6000	9000
Planner	Degree / Diploma	3-5	Schedule/plan production. Plan production manufacturing loadings, which includes work-in-progress and ship dates to meet customer demands. Respond to customer enquiries.	3000	5000
Process Engineer	Degree / Diploma	3-5	Develop process for new products and improve product process for current products. Knowledge of SPC, DOE & FMEA.	3000	5000
Production Engineer	Degree / Diploma	3-5	Responsible for the areas of productivity improvement, process efficiencies, cost reduction and facility layout. Manage 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
QA Engineer	Degree / Diploma	3-5	Plan and direct activities in development, application and maintenance of quality standards. Monitor and maintain Quality Assurance activity experience with CE, FDA, ISO13485, ISO 16949.	3000	5000
Material Manager	MSc / Degree	5-8	Generate clear-to-build quantity plan based on orders. Liaise with buyers on material shortages and ensure availability. Monitor inventory performance to meet set goals.	6000	10000
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

 HOT JOB

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>ENGINEERING &amp; TECHNICAL</b>					
Senior Design Engineer (Automation)	Degree / Diploma	5-7	Design and develop machine and pneumatic control, handlers for lead frame / PCB / CPU test equipment industries. Knowledge of ProE, DOE, DFMEA, FMEA, UPH simulation and structure. Prepare design proposal.	4000	7000
Development Engineer	Degree / Diploma	3-5	Product design, building automation or HVACR, electro-mechanical systems, and modules. Familiar with 2D & 3D-CAD system. Hands-on experience in engineering drawing, part assembly, machining, electro-mechanical system. Testing & commissioning.	3000	5000
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 and power automation system.	3000	5000
Electrical Engineer	Degree / Diploma	3-5	Design of electrical diagrams for upgrades or modifications. Design machine control systems and panels. Experience with AutoCad.	3000	5000
Electrical & Instrumentation/ Control Engineer	Degree / Diploma	3-5	Design and modify E&I equipments/machines. Proficient in PLC, SCADA, DCS hardware & software. Design Power electrical circuits. Well versed in AC, stepper & servo motors. Multi-axis matrix positioning controls knowledge.	3000	5000
Mechanical Design Engineer	Degree / Diploma	3-5	Jig and fixture design. Hands-on experience in automation design and mechanical integration in semiconductor and hard disk drive industries. Dimensioning controls. AutoCad 2D/3D, Inventor/Solid Works.	3000	5000
Mechanical Engineer	Degree / Diploma	3-5	Strong analytical skills in design process. Proficient in Pro-E CAD modeling skills.	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
Piping Design Engineer	Degree / Diploma	3-5	Piping design for Oil & Gas, Water/Wastewater Treatment, Chemical, Energy.	3000	6000
Systems Design Engineer	Degree / Diploma	3-5	Product development support/system level design/ failure analysis.	3000	5000
Industrial / Capacity Engineer	Degree / Diploma	5-8	Plan production floor layout to enable efficient process & material flow. Implement low cost manufacturing.	3000	6000
Firmware / Software Engineer	Degree / Diploma	3-5	Proficient 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).	4000	6000
Lead Supplier Development Engineer	MSc / Degree	3-5	Lead a team of Supplier Development Engineers. 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.	4000	6000
Manufacturing Supervisor	Degree / Diploma	3-5	Liaise with operators, line leaders and other supporting departments to carry out production/manufacturing operations and projects. Monitor and coordinate machines installation and set-up. Monitor production issues to ensure targets are met and quality issues minimized.	3500	5000
Regional Marketing / Sales Manager	Degree / Diploma	5-8	Sales and marketing experience in electronics, components, ICs/ Pumps & Valves / HVAC industry.	5000	9000
Sales Engineer	Degree / Diploma	3-5	Provide sales and service to local and international customers. Prepare quotation, presentation material, sales analysis report, customer complaints report, etc.	3000	5000
Service Engineer	Degree / Diploma	3-5	Technical servicing, support, enquiries for customers onsite locally and regionally. Resolve technical and quality issues.	3500	6000
Field Application Engineer	Degree / Diploma	3-5	Failure analysis - local or overseas. Provide technical support.	3000	5000
Equipment Engineer	Degree / Diploma	3-5	Provide sales and service to local and international customers. Prepare quotation, presentation material, sales analysis report, customer complaints report, etc.	3000	4500

**HOT JOB**

# HEALTHCARE & LIFE SCIENCES

Singapore is certainly positioned to be Asia's leading destination for Healthcare services as it offers excellent career opportunities in a fast-paced and dynamic environment.

Singapore has established its position as a leading global site in Asia for high-quality pharmaceutical, biotechnology and medical technology manufacturing. The size of the Asia Pacific pharmaceutical market is estimated at approximately USD187 billion as of 2009, with the market here expected to exceed USD0.5 billion this year. Singapore's medical device market is also valued at USD216 million in 2009.

Based on observation (as of end of 2009), Singapore also leads the region in Healthcare services with over 3000 healthcare establishments and has a total of 28 hospitals and specialty centres. The public healthcare system is now looking to fill 4,500 positions over the next two years, with another 1,700 to follow soon. These vacancies are for Medical Doctors, Nurses, Physiotherapists, Pharmacists and Administrative positions.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
Ophthalmologist	MBBS, sub specialty training	5-6	Patient Management & Consultation.	30000+	
Cardiologist	MBBS, sub specialty training	5-6		25000+	
Geriatrician	MBBS, sub specialty training	5-6		25000+	
Senior Consultant (Medical Doctor)	MBBS	5-6		25000+	
Consultant (Medical Doctor)	MBBS	5-6		18500+	
Specialist (Consultant)	MBBS sub specialty Training	5-6		12000	25000
Registrar (General Medicine)	MBBS	5-6	Patient Management.	7000	11000
Medical Director	MBBS / MRCP	8-10	Oversee doctors and management.	15000	20000
Medical Relationship Manager	Degree in Science, Nursing or Medicine	3-4	Develop & manage a network of key opinion leaders.	5500	7000
Chief Scientific Officer	Ph.D	5-6	Oversee overall research and development.	10000	15000
Clinical Site Manager	BSc 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
Clinical Data Manager	BSc Degree in Life Sciences, Pharmacy or Nursing	3-5	Data management activities related to clinical trials.	4500	6000
Regional Head QA – APAC, ME & Africa	BSc Degree in Pharmacy, Biology or Chemistry	8-10	Develop QA organisation. Increase QA and compliance awareness.	10000	15000
Regional Director – Global Regulatory Sciences	PhD or MD, Health Sciences	5-6	Implement regulatory strategies & file plans for development and life-cycle products.	10000	15000
Quality Assurance Manager	MSc 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
Regulatory Affairs and Quality Manager	BSc Degree in Pharmacy registered with the Singapore Pharmacy Board	2-11	Analyse product quality issues, ensures effective counter-measures and preventive action as well as ensures in-process quality standards are in place.	4000	8000
Regulatory Affairs Manager	BS Degree in Pharmacy / Pharmacology. Registered with the Singapore Pharmacy Board	2-3	Handle the full spectrum of Pharmaceutical product registration services. Adhere to requirements of HSA and other regulatory bodies.	4000	5000

 HOT JOB

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>HEALTHCARE &amp; LIFE SCIENCES</b>					
Regulatory Pharmacist	BSc Degree in Pharmacy registered with the Singapore Pharmacy Board	2-3	Handle the full spectrum of pharmaceutical product registration services. Adhere to requirements of HSA and other regulatory bodies.	3500	4500
Compound Pharmacist	BSc Degree in Pharmacy registered with the Singapore Pharmacy Board	2-3		3500	4500
Pharmacist	BSc Degree in Pharmacy registered with the Singapore Pharmacy Board	1-3	Dispense medication according to prescriptions issued by authorized medical practitioners. Provide information on proper use of medication and its side effects.	2800	4500
Medical Representative	BSc Degree	2-4	Identify customers by building an internal and external network, market research and commercial contacts.	2600	3200
Medical Technologist	BSc Degree in Medical Technology	2-3	Perform all manual & automated testing.	2300	3500
Nurse	Diploma in Nursing	2-3	Basic nursing duty in wards.	2500	4000
Staff Nurse	Diploma in Nursing, SRN.	2-3		1920	3000
Analytical Chemist	BSc Degree in Applied Science	8-10	Review all validation protocol & supervise a group of laboratory personnel. Knowledge of HACCP.	6000	7000
Laboratory Manager	BSc Degree in Medical Technology, MT (ASCP) certification	5-6	Manage daily operations of the laboratory.	5000	7000
Research Officers	BSc Degree in Chemistry	2-3	Synthesis of functional dyes and semi-conductors.	2500	3500
Dairy End-Use Manager	BSc Degree in Food, Science and Technology	5-6	Sales & marketing of dairy products.	8000	11000
Regional Business Development Director – Pharmaceutical	BSc / MSc 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
Sales Account Manager	BSc Degree in Food Technology, Chemistry	5-6	Identify potential customers by building an internal and external network, market research and commercial contacts. Propose solutions to suit customers' requirements.	5000	7000
Sales Manager	BSc Degree	5-12	Plan & manage business strategies. Meet sales targets & quotas. Develop consulting service/product according to market needs. Co-ordinate activities of sales team. Monitor budget achievement. Prepare forecasts.	5000	7000
Quality Auditor	BSc 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.	6000	9000
Product Manager	BSc Degree in Life Sciences	4-8	Initiate and co-ordinate strong and creative marketing plans to achieve sales target of each product portfolio.	4500	7000
Product Specialist	BSc Degree	3-5	Identify customers by building an internal and external network, market research and commercial contacts.	4000	6500
Technical Sales Support / Account Manager	BSc Degree in Microbiology, Biochemistry or Pharmacology	2-5	Technical service and support of customers and account management. Implement strategy for product end use.	4000	6000

**HOT JOB**

# HUMAN RESOURCES

The HR professional performs an increasingly strategic function within Singapore organizations. With the changing markets, HR expertise in driving skills development, namely up-skill programs, career development, competitive compensation and benefits are some of the areas critical to organizations today in achieving their growth goals.

HR plays a key role in identifying talent that will shape an organization's performance. Practitioners experienced in the full spectrum of HR capabilities are continually in demand. Thus, HR practitioners will need to keep themselves updated on evolving trends and innovative recruitment and retention strategies. Whilst generalist capabilities continue to be attractive to employers, specialist niche skill sets also are attracting demand in areas such as change management, organizational development and compensation and benefits.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
HR Assistant Manager	Diploma / Degree	5-10	Assist with HR Manager in implementing HR policies & procedures.	3800	5500
HR Officer / Executive / Senior Executive	Diploma / Degree	3-6	Active screening & recruitment of staff. Coordinate recruitment ads. Ensure consistent benefits & compensation practice.	2500	4000
Compensation & Benefits Specialist	Diploma / Degree	3-6	Design, plan & implement compensation and benefits for staff. Evaluate on effectiveness of schemes.	2500	5000
Learning & Development Manager	Degree	5-8	Design, plan & implement training programmes; policies & procedures; and career development programmes;	4000	6500
Training Executive / Senior Executive	Diploma / Degree	2-5	Conduct company training programmes. Knowledge of commonly used concepts, practices & procedures. Source for external trainers.	2500	4500
HR Director (Regional)	Degree	10+	Oversee a team of HR professionals typically covering multiple countries and functions.	15000+	
HR Director (Local)	Degree	10+	Oversee a team of HR professionals typically covering multiple locations and functions.	12000+	
HR Manager (Regional)	Degree	5-10	Responsible for multiple countries. Covers a wide array of duties including recruitment, employee benefits, payroll administration, performance management with support typically from external advisors or regional internal specialists in C&B etc.	7000	15000
HR Manager (Local)	Degree	5-10	Covers a wide array of duties including recruitment, employee benefits, payroll administration, performance management with support typically from external advisors or regional internal specialists in C&B etc.	6000	12000
HR Generalist	Degree	10+	Covers a wide array of duties including recruitment, employee benefits, payroll administration, performance management.	8000	12000
HR Generalist	Degree	5-10	Covers a wide array of duties including recruitment, employee benefits, payroll administration, performance management.	5000	8000
Recruitment Lead	Degree	8+	Typically responsible for a team of recruiters and oversees internal recruitment and attraction strategies for an organisation.	10500	16000
Recruiter	Degree	6-10	Responsible for internal recruitment requirements of an organisation.	6500	10750
Compensation & Benefits – Head	Degree	10+	Lead role responsible for analysing C&B matters within an organisation and benchmarking against competitors and market trends. Will undertake financial impact in an organisation. Responsible for working with HR to develop appropriate retention strategies.	14000+	
Compensation & Benefits – Manager	Degree	5-10	Responsible for analysing C&B matters within an organisation and benchmarking against competitors and market trends. Will undertake financial impact in an organisation. Responsible for working with HR to develop appropriate retention strategies.	8500	14000
Compensation & Benefits – Analyst	Degree	3-5	Responsible for analysing C&B matters within an organisation and benchmarking against competitors and market trends. Will analyse financial impact to an organisation. Responsible for working with HR to develop appropriate retention strategies.	5000	7000
Training Director	Degree	10+	Oversee a team of trainers and works with internal stakeholders to develop and maintain the content of training programs for an organisation.	10000+	
Training Manager	Degree	5-8	Owns training development, implementation and facilitation within an organisation.	6000	10500

**HOT JOB**

A laboratory setting with a large black graphic overlay containing text. The background shows laboratory equipment, including a robotic arm and various containers. The text is white and bold, set against a black background with a green and white decorative element at the top right.

**TRUSTED.  
EXPERIENCED.  
CONNECTED.**

# INFORMATION TECHNOLOGY

Increased hiring is expected especially in the financial IT sector as banks are expected to boost their IT infrastructure. Talent skilled in IT architecture and solutions are in demand as enhancements to existing systems are being carried out. As there is a lack of such talent, start-up and established firms will continue to battle for top IT talent. Contract and temporary positions have gained momentum and this is a trend which will continue throughout 2010 as employers prefer the flexibility of placing candidates with specific skills in special projects.

New technology initiatives, business expansion, major integration projects and plans to continue with projects that have been put on hold in 2009 are driving IT employment. About 70 percent of hires expected in 2010, will be growth hires, rather than replacements for people. Experienced IT specialists and positions in fairly senior jobs with at least 5 years of experience are in demand.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
Country Manager	Degree	7-8	Responsible for country business operations, development of strategic plans and profit & loss of business unit.	13000	18000
Sales Director (Regional)	Degree / MBA	7-10	Take charge of sales team and meet sales quota. Develop business model to drive sales.	15000	20000
Team Leader Sales Manager	Degree	7-8	Provide direction and duties to business team and partner in achieving quota.	10000	13000
Post-sales Consultant	Degree	5-10	Implementation and delivery for customers.	6000	12000
Pre-sales Consultant	Degree	5-10	Help in the sales of IT products or services by providing technical support, product demonstration to customers, RFP participation and solution architecting.	6000	12000
Account Manager / Sales Manager	Degree	5-7	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.	5000	8000
Inside Sales Representative	Degree / Higher Diploma	3-5	Identify leads and generate sales using telephone and internet technologies.	3500	6000
Enterprise Architect	Degree	8-12	Provide enterprise wide architectural planning, governance and direction.	10000	15000
Solutions Architect	Degree	5-10	Designing the technical architecture and design of systems or applications.	7000	12000
Analyst Programmer / Software Engineer	Diploma / Degree	2-6	Design, code & test programmes to support application systems development plan.	3500	6000
Software QA / Test Analyst	Degree	3-6	Test, certify and audit software products.	3500	7000
Project Manager	Degree	5-10	Plan, direct & execute project management activities for an area/division. Monitor progress against schedule & project budget. Allocate appropriate resources to deliver projects results. Interface between project delivery team and end-users.	6500	12000
Project Manager – Infrastructure	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
Security Consultant	Degree	5-7	Technical consultant specialising in IT security technology. Conduct application and system security health-checks, risk assessment, identity & firewall management.	5000	8000

**HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>INFORMATION TECHNOLOGY</b>					
Storage Consultant	Degree	3-7	Provide 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.	4500	8500
Business / Systems Analyst	Degree	3-6	Perform systems feasibility studies, analysis & design. Translate business rules and requirements into system specifications. Work closely with Engineers & Technical Support to resolve customer issues. Provide technical application support to users.	4000	7000
Systems / Network Administrator	Degree	2-6	Administer & operate LAN & WAN networks, system management & hardware support.	3500	5500
Test Manager	Degree	5-10	Develop and manage test strategies and projects.	6500	12000
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
Database Administrator	Degree	4-7	Responsible for administration & technical maintenance of the company's distributed database system.	5500	8500
IT Auditor	Degree	4-7	Plan and execute audits of information systems, platforms, operating procedures and fraud management.	5000	8000
Helpdesk Analyst	Diploma / Degree	1-3	Remotely troubleshoot problems through e-mail/telephone by taking over the control of users' terminals via LAN/WAN connections. Plan, coordinate & support business processes, systems & end-users.	2500	3500

**HOT JOB**

# LEGAL

Prudent hiring in 2009 is now over for Legal professionals. In Year 2010, we see a significant increased demand in these functions across all areas of the finance sector and commercial sector. Employers are also willing to offer substantial salary uplift to attract mid to senior level professional into the positions which were once made redundant.

The legal profession has seen a return to activity as firms scale up their teams in response to renewed client activity particularly in Capital Markets. In-house roles (Legal Counsel) are now more active with new positions being created and companies adding headcount in this area which had previously been on hold. There has been noticeable recovery in the once fallen manufacturing, IT and FMCG industries. Annual salary revision and generous bonus pay outs have returned since Q1 this year; this has instilled some excitement in candidates to believe that economy has picked up and are willing to consider lateral moves.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>PRIVATE PRACTICE</b>					
<b>INTERNATIONAL LAW FIRMS</b>					
Senior Partner	Degree	10+	Lawyer who may practice in a variety of disciplines with relevant experience servicing multiple clients.	26800+	
Junior Partner	Degree	8+		23500+	
7 years PQE +	Degree	7		15500	18500
6 years PQE	Degree	6		14000	16800
5 years PQE	Degree	5		12500	15000
4 years PQE	Degree	4		11000	13500
3 years PQE	Degree	3		9500	11800
2 years PQE	Degree	2		8300	10800
1 year PQE	Degree	1		7500	10000
Newly Qualified	Degree	Nil		6500	8000
<b>SINGAPORE LAW FIRMS</b>					
Senior Partner	Degree	10+	Lawyer who may practice in a variety of disciplines with relevant experience servicing multiple clients.	20500+	
Junior Partner	Degree	8+		15000+	
7 years PQE +	Degree	7		13000	16250
6 years PQE	Degree	6		11500	15000
5 years PQE	Degree	5		10000	13000
4 years PQE	Degree	4		9500	12000
3 years PQE	Degree	3		8500	10625
2 years PQE	Degree	2		7500	9400
1 year PQE	Degree	1		6500	8200
Newly Qualified	Degree	Nil		5000	6250

**HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>IN-HOUSE</b>					
<b>BANKING &amp; FINANCIAL SECTORS</b>					
12 years + PQE	Degree	12+	In-house professional.	22000+	
10 - 12 years PQE	Degree	10-12		18500	25000
8 - 10 years PQE	Degree	8-10		15400	22500
6 - 8 years PQE	Degree	6-8		12500	15500
4 - 6 years PQE	Degree	4-6		10000	13300
2 - 4 years PQE	Degree	2-4		7500	10800
<b>COMMERCIAL SECTORS</b>					
12 years + PQE	Degree	12+	In-house professional.	15000+	
10 - 12 years PQE	Degree	10-12		13500	15800
8 - 10 years PQE	Degree	8-10		11800	13750
6 - 8 years PQE	Degree	6-8		10000	12000
4 - 6 years PQE	Degree	4-6		8750	10000
2 - 4 years PQE	Degree	2-4		7000	9200

**HOT JOB**

# OFFICE SUPPORT

Due to the economic situation in 2009, we observed a reduction in demand for office support employees and current employees had to multi-task. While there has been some reduction in headcount and salaries, these exercises are more 'fat-trimming' than deep retrenchment exercises. Talent that can handle a diverse portfolio are viewed as valuable to the organization's growth.

With the steady recovery in 2010, we may expect organizations to start hiring office support employees to assist with an expected increase in work-load as organizations try to recover from 2009. Organizations seek capable and well-rounded candidates who can handle reception, administrative and basic accounting tasks. Employers also prefer those who can value-add by multi-tasking across several functions.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
Administration Manager	Degree / Diploma	4-6	Responsible for admin, reception and documentation matters.	3500	6000
Administrative Assistant / Coordinator	'N' / 'O' levels Certificate	1-3	Sort & distribute mail. Prepare simple business correspondence & reports. Attend to telephone enquiries & visitors. Filing.	1300	2000
Executive Secretary / PA	PSC / Diploma	3-5	Support senior management. Take minutes of meetings. Execute routine secretarial assignments.	3500	5000
Secretary	PSC / Diploma	2-4	Schedule appointments, travel arrangements & attend to phone calls. Clerical work & administrative duties.	2200	3500
Office Manager	Degree / Diploma	4-6	Responsible for office leases, property facilities and records. Ensure conformance to office policies.	3500	6000
Receptionist / Front Office Assistant	'N' / 'O' levels Certificate	1-3	Tend to customers. Attend to phone calls. Administrative duties.	1500	2000
Mail Room Assistant	'N' / 'O' levels	1-2	Mail delivery & collection. Run simple errands.	1100	1500

 HOT JOB

# PROCUREMENT, SUPPLY CHAIN & LOGISTICS

Since early 2010, we have seen a recovery in freight traffic. This is further strengthened by an increase in manufacturing output in various industries such as Electronics and Biomedical. On a three-month average basis, total manufacturing output in March 2010 increased by 32.9% compared to the corresponding period a year earlier.

However, in a bid to reduce cost and work more cost effectively, we still expect companies to continue to outsource their logistics and supply chain functions. There will be a demand for mid to senior level professionals.

Procurement continues to develop as a discipline in Singapore, moving away from a purchasing function with demand for true strategic sourcing professionals in the indirect procurement segment becoming a high sought after skill set. Advances in technology and increased globalization have also created strong interest in individuals who can gain company cost savings through borderless category management expertise.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
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	6500
Shipping Supervisor	Diploma / Degree	4-5	Organise receiving & issuing of goods. Manage shipping operations & ensure proper documentation. Ensure quantity & quality of goods.	1800	2800
Shipping Assistant	'O' levels / Certificate	1-3	Prepare shipping documentation. Knowledge of LC/BL. Ensure smooth delivery & handle customers' enquiries. Verification of freight invoices, cycle count, etc.	1300	2200
Operations Executive	Diploma / Degree	2-3	Manage warehouse operations & ensure proper documentation. Plan cargo schedules. Inventory control/management and reconciliation of suppliers' invoices.	2300	3000
Warehouse Manager	Diploma / Degree	4-5	Plan for efficient storage & systematic retrieval. Manage all warehouse activities. Proper upkeeping of the store and warehouse. Identify reliable and cost efficient freight forwarders.	3500	6000
Warehouse Supervisor	'O'/'N' levels/ Diploma	3-5	Manage warehouse operations. Receive, stock-take pack. Ensure timely shipment.	1600	2500
Warehouse / Store Assistant /Operations Assistant	'O' / 'N' levels	1-3	Basic warehouse operations. Receive, stock-take & packing duties.	1100	1700
<b>OPERATIONS / SHIPPING</b>					
Operations Director	Master / Degree in Supply Chain & Logistics Management	10-15	Effectively plan and direct all aspects of the logistics and supply chain initiatives.	12000	18000
Commercial Director	Master / Degree in Supply Chain & Logistics Management	10-15	Responsible for heading the whole commercial team. Managing the vendors, and management of procurement and contracting arrangements for the Project.	12000	18000
Shipping Manager	Degree in Business Administration or Supply Chain Management	6-8	Managing of Shipping operations ensuring proper documentation.	6000	10000
Operations Manager – Sea-freight / Ocean-freight	Degree in Business Administration or Supply Chain Management	6-8	Managing of Seafreight operations ensuring timely deliveries.	6000	10000
Operations Manager – Airfreight	Degree in Business Administration or Supply Chain Management	6-8	Managing of Airfreight operations ensuring timely deliveries.	6000	10000
Cold Hub Manager	Degree in Business Administration or Supply Chain Management	6-8	Managing of Cold Hub/Cold Chain operations ensuring timely deliveries.	6000	10000
<b>PURCHASING</b>					
Commercial Manager	Degree in Business Administration or Supply Chain Management	5-8	Lead and supervise a team of Commercial Specialists. Group level responsibility for multiple categories of spend.	4500	6500
Commercial Specialist	Degree in Business Administration or Supply Chain Management	2-4	Responsible for optimising trading relationships by consolidating spend across internal clients.	2500	4000

**HOT JOB**

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>PROCUREMENT, SUPPLY CHAIN &amp; LOGISTICS</b>					
Customer Service Manager	Degree in Business Administration or Supply Chain Management	5-8	Lead and supervise a team of Customer Service Representatives and responsible for management & execution of elements of key Customer Interface Process.	4500	6500
Order Fulfillment Manager	Degree in Business Administration or Supply Chain Management	5-8	Manage a team of order administrators, handle all aspects of order fulfillments, from order booking to invoicing & closure of orders.	4500	6500
Sales & Order Management Manager	Degree in Business Administration or Supply Chain Management	5-8	Supervise and manage sales order execution function consisting of sales order review per company terms and conditions and all applicable import/export rules for internal profit control as well as compliance purpose, procurement and logistic (shipment).	4500	6500
Logistics Manager	Degree in Supply Chain & Logistics Management	6-10	Effective management of daily logistics and warehousing activities ensuring prompt and professional delivery service to customers.	4500	7500
Logistics Analyst	Degree in Supply Chain & Logistics Management	3-5	Responsible for analyzing monthly overall logistics spend and cost driver including freight and warehousing management.	3000	4500
Logistics Specialist	Diploma / Degree in Supply Chain & Logistics Management	2-4	Responsible for the coordination of all day-to-day operational and logistics activities at the Singapore Distribution Center involving both distribution center operations and freight management.	2500	4000
Supply Chain Manager	Degree in Supply Chain & Logistics Management	6-10	Lead efforts in streamlining efforts towards order fulfillment as well as drive global inventory control policies and procedures of high technology products and services.	4500	7500
Demand Planner	Diploma / Degree in Supply Chain & Logistics Management	2-4	Responsible for demand planning capability for the product line and customers to ensure demand creation and fulfillment activities from Sales and Marketing are fully rationalized.	2500	5000
Supply Planner	Diploma / Degree in Supply Chain & Logistics Management	2-4	Manage inventory/ stock replenishments and generate as well as analyzing of demand forecasts.	2500	5000
Material Planner	Diploma / Degree in Supply Chain & Logistics Management	2-4	Responsible for the timely replenishment of raw materials and procurement of components/services in support of Manufacturing and Sales.	2500	5000
Inventory Manager	Degree in Supply Chain & Logistics Management	6-10	Responsible for the development and management of inventory processes and the implementation of processes, skills, resources, and technology to ensure optimum service, cycle time, quality, and efficiency for the core processes.	4500	7500
Procurement / Purchasing Manager / Director	Master / Degree in Engineering / Supply Chain & Logistics Management	10-12	Manage the operations of regional sourcing, procurement & management of suppliers.	10000	18000
E-Procurement Manager	Degree in Supply Chain & Logistics Management	6-10	Responsible for the e-procurement systems including: e-sourcing and contract management; e-catalogues and purchasing (SAP); cards, e-invoicing and self billing; Leading the e-enablement of suppliers; Manage third party e-sourcing providers.	5000	7500
Sourcing Manager	Degree in Engineering / Supply Chain & Logistics Management	6-10	Responsible for the execution of the category strategies and development of sourcing plans within the geographic region. Lead the process of sourcing execution to ensure delivery of the category strategy and targets.	6000	8000
Strategic Procurement Manager	Master / Degree in Engineering / Supply Chain & Logistics Management	6-10	Develop and utilize supply chain, business, and financial modeling tools. Lead Supplier Selection Activities. Drive supply base optimization. Negotiate and complete contracts with complex suppliers.	6000	10000
Business Processes Improvement Manager	Master / Degree in Engineering / Supply Chain Management	6-10	Lead in driving continuous business processes improvement, meeting company's objectives, streamlining of business processes, achieving cost reduction and increase productivity.	6000	10000

**HOT JOB**

# SALES, MARKETING & ADVERTISING

The downturn in 2009 made organizations realise the importance of branding and advertising to meet sales targets as consumers are more cautious in their spending. With the slow and steady recovering economy in 2010, many organizations are taking the chance to increase sales positions in a bid to recover and increase revenue growth.

With the opening of the two Integrated Resorts and Singapore's Government emphasis on improving service levels and promoting Singapore as a retail hub, it has led to a continued demand for talent in Sales and Marketing. Candidates will need specific skills such as market research, creativity, product knowledge, and the ability to think 'out-of-the box' and produce results. Although employers continue to hire, expectations to meet targets are higher with more focus on revenue-generating performance. Salaries are expected to remain stable with more competitive performance-based incentives and commission schemes that are being offered to talent within the sales division. Marketing talent with the ability to differentiate their brands and create strong employer branding with limited budgets remain in demand in this volatile market.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
Advertising Manager	Diploma / Degree	4-5	Develop company's advertising strategy according to brand / product / corporate policies. Liaise with advertising agencies.	3500	5200
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.	3500	5000
Customer Service Executive	Diploma / Degree	2-3	Attend to customer enquiries. Service existing customers and their needs. Visit customers when necessary.	1800	3000
Marketing Assistant Manager / Manager	Higher Diploma / Degree	4-5	Actively plan and implement marketing initiatives. Ensure that all marketing plans are executed.	4200	7000
Marketing Executive / Senior Executive	Diploma / Degree	2-5	Marketing of new or existing products and services. Collate market trends for product development. Liaise with advertising agencies and suppliers. Production of marketing materials.	2500	4000
Market Researcher	Diploma / Degree	2-4	Collect & analyse information to assist in marketing.	2000	2300
PR Manager	Degree	3-6	Plan & develop communication strategies. Promote complete information flow within the organisation & build positive media & public relations.	4000	6000
PR Executive	Degree	1-3	Assist the PR Manager in executing communication activities.	2200	3500
Sales Manager	Degree	5-7	Plan & develop communication strategies. Meet sales targets & quotas. Develop consulting service / product according to market needs. Coordinate activities of sales team. Monitor budget achievement. Prepare budget forecasts.	3500	7000
Sales Executive	Diploma / Degree	1-3	Leads generation. Sell products & services. Prepare & submit proposals.	2000	3500
Sales Coordinator	'O' / 'N' levels	2-3	Coordinate client leads & customer sales. Process sales order.	1500	2200
Promoter / Retail Assistant	'O' / 'N' levels	1-2	Promote products in store or over the counter.	1100	1600

 HOT JOB

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
<b>SALES &amp; MARKETING</b>					
General Manager	Degree / Diploma	12+	Oversee business operations including sales, administration and operations.	15000	30000+
Sales Director	Degree / Diploma	10+	Lead a team of sales staff with responsibility for overall management of sales targets.	12000	20000+
Sales / Key Account Manager	Degree / Diploma	5-10	Responsible for sales to a specific client base, responsible for client relationships most important to a company.	6000	12500
Marketing Director	Degree / Diploma	10+	Oversee other marketing personnel and typically responsible for multiple business lines or geographic locations.	10000	22000+
Marketing Manager	Degree / Diploma	5+	Ownership of marketing requirements for an organisation or division of a business. Multi-faceted role including marketing, communications and PR.	7000	10000
Brand Manager	Degree / Diploma	4-8	Responsible for applying various marketing techniques to raise awareness of particular business.	5000	10000
Product Manager	Degree / Diploma	3-7	Responsible for applying varying marketing techniques to raise awareness of particular product line.	4500	8200

 HOT JOB



## GENERAL RECRUITMENT SERVICES

### BANKING & FINANCE BRANCH

10 Anson Road, #26-13 International Plaza  
Singapore 079903  
Tel: (65) 6226 3113 Fax: (65) 6226 1788  
Email: [banking@kellyservices.com.sg](mailto:banking@kellyservices.com.sg)

### INTERNATIONAL PLAZA BRANCH

10 Anson Road, #33-08 International Plaza  
Singapore 079903  
Tel: (65) 6223 3362 Fax: (65) 6222 3433  
Email: [ip@kellyservices.com.sg](mailto:ip@kellyservices.com.sg)

### JURONG BRANCH

21 Jurong East Street 13, #03-09/10 CPF Jurong Building  
Singapore 609646  
Tel: (65) 6665 0650 Fax: (65) 6665 0885  
Email: [jurong@kellyservices.com.sg](mailto:jurong@kellyservices.com.sg)

### TAMPINES BRANCH

1 Tampines Central 5, #07-04 CPF Tampines Building  
Singapore 529508  
Tel: (65) 6260 0220 Fax: (65) 6260 0660  
Email: [tampines@kellyservices.com.sg](mailto:tampines@kellyservices.com.sg)

### TERMINAL 3 BRANCH

65 Airport Boulevard, #B1-07 Passenger Terminal 3  
Singapore 819663  
Tel : (65) 6446 7695 Fax : (65) 6247 5253

### CAREER CENTRE

Temesek Polytechnic School of Business Level 3  
21 Tampines Avenue 1 Singapore 529757  
Tel: (65) 6260 0200 Fax: (65) 6260 0233  
Email: [ksc@kellyservices.com.sg](mailto:ksc@kellyservices.com.sg)

## SPECIALIST RECRUITMENT SERVICES

### KELLY SELECTION

10 Anson Road, #31-08 International Plaza  
Singapore 079903  
Tel: (65) 6227 2251 Fax: (65) 6220 6711  
Email: [info@kellyselection.com.sg](mailto:info@kellyselection.com.sg)

### KELLY ENGINEERING RESOURCES

7 Temasek Boulevard, #27-01A Suntec Tower 1  
Singapore 038987  
Tel: (65) 6515 2700 Fax: (65) 6337 1950  
Email: [info@kellyengineering.com.sg](mailto:info@kellyengineering.com.sg)

### KELLY IT RESOURCES

7 Temasek Boulevard, #27-01A Suntec Tower 1  
Singapore 038987  
Tel: (65) 6337 3900 Fax: (65) 6337 1950  
Email: [info@kellyit.com.sg](mailto:info@kellyit.com.sg)

### KELLY SCIENTIFIC RESOURCES

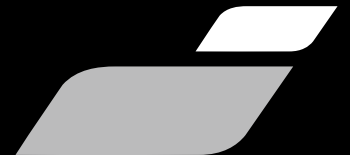
10 Anson Road, #31-08 International Plaza  
Singapore 079903  
Tel: (65) 6332 0180 Fax: (65) 6220 6711  
Email: [info@kellyscientific.com.sg](mailto:info@kellyscientific.com.sg)

### P-SERV PTE LTD

10 Anson Road, #23-01/02/03 International Plaza  
Singapore 079903  
Tel: (65) 6227 9035 / (65) 6227 1775 Fax: (65) 6225 6894  
Email: [hresolution@p-serv.com.sg](mailto:hresolution@p-serv.com.sg)

### P-SERV AIRPORT OFFICE

Changi Airport Terminal 2, #B16-117  
Singapore 918157  
Tel: (65) 6214 8216 / (65) 6214 8210 Fax: (65) 6543 4870



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