

# Employment Outlook and Salary Guide 2011/12

A TOOL FOR WORKFORCE PLANNING



**SINGAPORE**




RECRUITMENT | OUTSOURCING | CONSULTING



**KELLY**<sup>®</sup>

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Kelly has been at the forefront of the recruitment industry for over 60 years and has set the industry benchmark with innovative recruitment and retention strategies. We pride ourselves on 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 Singapore Employment Outlook and Salary Guide 2011/12, a comprehensive reference tool on the salary trends, job titles and employment outlook across industries.

The aim of this 'Employment Outlook and 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. 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 for your reference.

Human capital is the most valuable asset in a fiercely competitive globalised world and employers must retain and attract talent to be able to compete on a regional and global scale. Organizations need to invest in the development of their human capital and put in place human capital management standards and practices that are on a par with some of the best global companies. Performance measurement systems with well structured key performance indicator (KPI) frameworks and competitive remuneration schemes will help the workforce to realise and develop their potential to contribute to the economy.

As Singapore's economy bounced back and GDP grew by 14.5 per cent last year from a shrinking 0.8 per cent in 2009, GDP for 2011 will increase by 5% - 7% this year. There is a continuous demand for talent in the Information Technology, Engineering, Healthcare and Life Sciences, Banking and Finance sectors. This is contributed by a continued demand in manufactured goods and the Singapore government boosting financial services and tourism to reduce reliance on exports. As businesses across the globe evaluate and continue to assess their Human Resources requirements to compete in a regional and global scale, HR professionals are sought after by many organisations as organizations look towards employer branding and strong employee attraction and retention programs to position the organization as employers of choice.

Organisations are now hiring and building their teams for future growth. The increase in salary for general roles reflects a marginal increase with more organization investing in training and development programs to up-skill their employees. With a multi generational workforce, mentoring and coaching are incorporated as part of an employee's career path in an organization to address and ensure that skills and performance are relevant and in line with an organisation's business growth and direction.

The battle for skilled talent in Singapore continues unabated as Singapore moves towards a first world economy. Singapore chalked an impressive first place ranking last year in the IMD World Competitiveness rankings report owing to resilience of its economy to the global recession. This year, Singapore continued to score well in areas of economic performance, government and business efficiency and infrastructure development although the cost of living has increased characterised by higher labour costs.

Whilst, we hope this 'Employment Outlook and Salary Guide 2011/2012' will serve as a handy reference tool for you, we are always on hand to assist you with current data and also support you in developing recruiting strategies and programs to suit your specific needs.

We trust you find this 'Singapore Employment Outlook and Salary Guide 2011/2012' from Kelly Services resourceful to your business.



Melissa Norman  
Managing Director, Singapore and Malaysia

\*Disclaimer: Monthly salary ranges are subject to economic fluctuations. Monthly salary ranges exclude other bonuses, allowances and Employer CPF contributions.

A copy of this guide will be available on our website in mid-June 2011.

Visit us at: [kellyservices.com.sg](http://kellyservices.com.sg)



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## GENERAL RECRUITMENT SERVICES

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



Kelly Services general recruitment solutions focus on client staffing requirements from entry-level to junior executive positions in functional areas such as Accountancy, Banking & Finance, 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 search 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 & Financial Services, Human Resources, Sales & Marketing and Procurement & Supply Chain.

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Kelly Engineering Resources specializes in placing engineering professionals in contract, contract-to-hire and full-time employment across all disciplines including Oil & Gas; Engineer, Procure & Construct (EPC); Construction; Facilities Management; Aerospace; Chemical; Marine; Semiconductors; Health, Safety, Environmental & Quality (HSEQ) and Life Sciences.

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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.

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Kelly Scientific Resources provides scientific staffing to a broad spectrum of industries including Pharmaceutical, Clinical Research, Medical Devices, Life Science, Analytical Instruments, Food Science, Chemical and Healthcare.

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

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A modern office interior with a glass railing and blurred people walking. The scene is brightly lit with large windows and modern lighting fixtures. A black graphic overlay with a white and green shape is positioned in the upper left corner.

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# ACCOUNTING & FINANCE

We have seen a continuing demand for mid-level positions such as Senior Accountant and Finance Manager, whilst 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.

There is continued demand for “commercial” and “value add” business partners as opposed to just traditional accountants. Candidates with a proven track record of adding value and giving commercial advice can expect to see a premium in their remuneration when compared to those candidates with more traditional skill sets.

With a continued demand for top talent in the Singapore job market, firms will continue to nurture and provide the best talent with strong bonuses, good career opportunities and top quartile salaries for those candidates who meet their KPIs and can value add to their organization regardless of whether it is based on a short or longer term basis.

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.	14000	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.	8500	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.	6000	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	8000
Senior Financial Accountant	Degree	5-7	A supervisory role, prepares financial accounts for external users in compliance with relevant reporting requirements.	5500	8000
Financial Accountant	Degree	3-5	Prepare financial accounts for external users in compliance with relevant reporting requirements.	5000	7500
Financial Analyst	Degree	3-7	Analyse financial performance of an organisation including productivity, profitability, performance against budget and determines causes and remedies.	5000	9000
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	15000
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.	6000	10000
Head of Internal Audit	Degree	8+	Supervisory role, analyzes business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	12000	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	11000
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	8000

**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.	3500	5000
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.	3000	4000
Accounts Assistant	'O' levels / Certificate	1-3	Record & compile summaries of organisation's financial transactions for management purposes. Assist in full set of accounts.	2500	3000
Accounts Clerk	'O' levels / Certificate	1-3	Balance expenses, data entry & basic accounts support. Filing, photocopying, faxing & other administrative duties.	2000	2500
Credit Control Manager	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.	4000	5500
Credit Control Officer	Diploma / Degree	2-4	Contact customers. Send follow-up inquiries. Negotiate with past due accounts for debt recovery.	2500	3500
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.	2000	2500
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
Financial Analyst	Degree	2-3	Report & analyse financial & operating data.	4000	6000
Payroll Clerk	'O' levels / LCCI	1-2	Calculate & prepare payroll, taking into account overtime & deductions such as tax, CPF, insurance payments, etc.	2000	3000

**HOT JOB**

# BANKING & FINANCE

Over the last 12 months we have seen only slight upwards pressure on salaries, and whilst Singapore has bucked the global trend and seen sustained growth, the bulk of movement generated by growth has been at the Junior – Middle management level. There is a continued trend towards the hiring of “industry experienced” candidates who can ‘hit the ground running’ and contribute to business growth.

We expect the trend for specialist candidates to continue, whilst paradoxically the “war for talent” still remains in place with top grade / high potential / candidates commanding top percentile salaries. Most companies have rewarded talent with high “buy backs” and bonuses especially for the top performers.

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.	1600	2000
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.	1800	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.	1600	2300
Bank Operations Officer	Degree	0-1	Processing of trade settlements. Back-room admin duties.	2000	2600
Trade Finance Officer	Diploma / Degree	1-2	Supervisory role in the processing of trade finance products.	2500	3200
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.	2000	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
<b>Financial Controller</b>	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	12000
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.	15000	25000
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.	8000	15000
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	8000
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.	12000	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	12000
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	8000
Head of Tax	Degree / Postgrad	10+	Responsible for overseeing tax function within an organisation and ensures compliance with local, state, federal and international taxes.	20000	35000
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.	8000	18000
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.	5000	8000
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.	18000	35000
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.	12000	22000
Audit Manager	Degree / Postgrad	5-7	Analyze business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	7000	12000
Assistant Audit Manager	Degree / Postgrad	3-5	Analyze business processes, procedures and activities with the goal of highlighting organizational problems and recommending solutions.	4000	8000

**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.	18000	30000
Senior Vice President	Degree	10+		12500	15500
Vice President	Degree	7+		9000	16000
Associate Vice President	Degree	4-7		6000	9000
Senior Associate	Degree	2-4		4500	6500
<b>RISK</b>					
Director	Degree/ Postgrad	10+	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.	18000	30000
Senior Manager	Degree/ Postgrad	8-10		12500	15500
Manager	Degree/ Postgrad	5-8		9000	16000
Senior Associate/ Assistant Manager	Degree/ Postgrad	3-5		6000	9000
Consultant	Degree/ Postgrad	1-3		4500	6500
<b>COMPLIANCE</b>					
Director	Degree/ Postgrad	10+	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 Manager	Degree/ Postgrad	8-10		13500	18500
Manager	Degree/ Postgrad	5-8		10000	15500
Senior Associate/ Assistant Manager	Degree/ Postgrad	3-5		8000	10500
Consultant	Degree/ Postgrad	1-3		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		6000	10000
Senior Analyst	Diploma / Degree	3-5		4500	6000

### OPERATIONS

General Manager	Diploma / Degree	12+	Overall management of the operations team covering multiple functions.	12000	24000
Manager	Diploma / Degree	5-10	Oversee a team of support staff to front office ensuring accurate and timely processing of transactions.	6000	12000
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

Call centre and helpdesk employees remain in demand due to their value as the key contact point between businesses and their customers or even potential customers. Call centre employees no longer only provide a one-stop service to current customers, they also play a dual role where they are trained to cross-sell products or services like a telemarketer. With this, some organizations do consider call centre employees as part of their front-line team and are willing to provide them with adequate training so that their call centre employees can be ambassadors of their organization by projecting a professional image and playing a key role in the generation of revenue for the organization.

Although many organizations prefer the use of shared services and have relocated to countries such as Malaysia, Philippines and India to manage cost efficiencies, the availability of multi-lingual or native foreign speakers have helped maintain Singapore's foothold in the call centre industry.

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

There has been continued increase in hiring activities across Engineering and Technical in 2011. The market enjoyed a 'bull run' in the last twelve months with the financial services sector leading the way and general buoyancy across the rest of the other sectors.

The Construction industry has grown due to soaring property prices, with most firms in Singapore and MNCs increasing their hiring of Engineers for both current and projects in the pipeline. Major construction development projects such as new housing has helped boost the construction industry throughout 2011.

The Oil & Gas, Power, Energy and Wastewater Treatment sectors have also increased their hiring activities in 2011 due to the growth potential of these sectors, while contract and temporary job offers continue with project cycles.

Salaries have typically remained unchanged during the year. Significant for candidates with niche skills, or those that can clearly demonstrate immediate returns on investment to companies, particularly at the senior level continue to dominate these sector.

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

With increased focus on better healthcare benefits for employees as part of an organization's retention programme, the Healthcare industry continues to grow rapidly. This growth is supported by favorable government initiatives resulting in the establishment of many regional headquarters in Singapore. The hot areas continue to be in regulatory affairs, R&D, quality assurance and sales roles particularly in medical devices.

Due to the limited skill base in Singapore, foreign candidates have been sourced as talent to fill immediate vacancies, as employers continue to seek local or regional experience.

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.	12000	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.	4000	6000
Clinical Data Manager	BSc Degree in Life Sciences, Pharmacy or Nursing	3-5	Data management activities related to clinical trials.	3500	5500
Regional Head QA – APAC, ME & Africa	BSc Degree in Pharmacy, Biology or Chemistry	8-10	Develop QA organisation. Increase QA and compliance awareness.	12000	15000
Regional Director – Global Regulatory Sciences	PhD or MD, Health Sciences	5-6	Implement regulatory strategies & file plans for development and life-cycle products.	12000	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.	5000	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.	5000	7000

**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.	3000	3500
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		2000	3200
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.	12000	16000
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.	4000	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.	5000	8000
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	6000
Product Specialist	BSc Degree	3-5	Identify customers by building an internal and external network, market research and commercial contacts.	3000	4500
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	7000

**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>					
Commercial Lead APAC	PhD	12-15	Strategic leadership in developing core business strategies, competitive tactics and executive communication with teams to drive over business growth.	15000	18000
Business Manager APAC	MSc / PhD	8-12	Function as the region's point of contact between various BU to determine the region's needs, opportunities and marketing material, in turn developing together with various country teams to formulate and implement pricing strategies for new and existing products relative to the local markets and specific market segment needs.	6000	9000
BU Head	MSc / PhD	8-12	Heading the business unit of specific products to achieve marketing and sales targets.	10000	14000
Medical Writer	BSc / MSc in Science	1-6	Medical writing for conferences/events and pharmaceutical products.	3000	6000
Clinical Research Project Manager	BSc / MSc in Science	5-8	Ensuring the assigned projects is meeting both short-term and long-term goals in execution, management and monitoring of the studies in relation to the study quality, consistency, timeline adherence and safety.	4500	7500
Sales Executive (Surgical)	BSc	2-5	Sales of surgical instruments and medical devices	4000	5000
Clinical Applications Specialist	Bachelor / Diploma in Nursing	1-2	Technical service and support of customers for medical devices used in the operating room.	3000	4000
Process Specialist, Biotech	BSc/ MSc	4-6	Validation, project management in the manufacturing environment for Biologics	5000	7000

**HOT JOB**



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# HUMAN RESOURCES

Human resources professionals continue to be keenly sought after by many organizations. The HR fraternity has evolved with heavy emphasis on retention and up skilling existing talent. Organizations have focused their hiring on compensation & benefits experts, learning & development and organizational development as more organizations focus on developing human capital within their organization.

There is a greater need for HR practitioners, specialist and generalists alike, to work as business partners with line management. With the continuing investment by many organizations on regional headquarters in Singapore, candidates with regional experience are highly sought after. A further observation this year has been the emphasis placed on employer branding, how organizations engage and develop talent to be seen as employers of choice.

Occupation Title	Qualification	Experience (years)	Job Description	Min. Salary (in local currency)	Max. Salary (in local currency)
HR Officer / Executive / Senior Executive	Diploma / Degree	3-6	Active screening & recruitment of staff. Coordinate recruitment ads. Ensure consistent benefits & compensation practice.	2500	4000
HR Assistant Manager	Diploma / Degree	5-10	Assist with HR Manager in implementing HR policies & procedures.	3500	6000
HR Shared Services Manager	Degree	6-10	Manages a team of people responsible for HR service delivery, reviewing and improving HR processes.	5000	12000
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	10000
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 Business Partner	Degree	5-10	Works closely with the Management and business/functional managers to initiate HR interventions and translate business & functional objectives into HR deliverables.	5000	8000
HR Business Partner	Degree	10+	Works closely with the Management and business/functional managers to initiate HR interventions and translate business & functional objectives into HR deliverables.	8000+	
HR Director (Local)	Degree	10+	Oversee a team of HR professionals typically covering multiple locations and functions.	12000+	
HR Director (Regional)	Degree	10+	Oversee a team of HR professionals typically covering multiple countries and functions.	15000+	
Recruiter Specialist	Diploma / Degree	3-6	Responsible for internal recruitment requirements of an organisation.	4000	6000
Recruiter Manager	Degree	5-8	Typically responsible for a team of recruiters and oversees internal recruitment and attraction strategies for an organisation.	5500	10000
Recruitment Lead	Degree	8+	Typically responsible for a team of recruiters and oversees internal recruitment and attraction strategies for an organisation.	10000+	
Compensation & Benefits Specialist / Analyst	Diploma / Degree	3-6	Design, plan & implement compensation and benefits for staff. Evaluate on effectiveness of schemes.	2500	6000
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.	6000	14000
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+	
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
Training Manager	Degree	5-8	Owns training development, implementation and facilitation within an organisation.	5000	8500
Learning & Development Manager	Degree	5-8	Design, plan & implement training programmes; policies & procedures; and career development programmes;	6000	10000
Learning & Development 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+	

## HOT JOB



# INFORMATION TECHNOLOGY

2011 has seen accelerated hiring throughout the Banking and Financial IT sector, this is not limited to just Banks but includes third party finance providers and insurance organizations. With the rise in 'cloud' technology, experienced IT professionals are in demand and will continue to be so for the foreseeable future. Competition has remained heavy at the top tier organizations with not enough IT talented professionals to meet the increasing headcount demand from all sectors of the IT industry which include Vendors and IT End Users along with the Finance and Banking industry.

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.	13000	24000
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.	6000	9000
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.	11000	16000
Solutions Architect	Degree	5-10	Designing the technical architecture and design of systems or applications.	9000	15000
Analyst Programmer / Software Engineer	Diploma / Degree	2-6	Design, code & test programmes to support application systems development plan.	4000	7000
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.	7000	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.	5500	9000

**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.	5500	9500
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.	5000	8000
Systems / Network Administrator	Degree	2-6	Administer & operate LAN & WAN networks, system management & hardware support.	4000	7000
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.	3500	4500

**HOT JOB**

# OFFICE SUPPORT

In early 2011, organizations whom have put hiring on hold and encouraged current employees to multi-task, have started to hire more office support employees. This is due to the fact that businesses have started to pick up after the steady economic growth in 2010 and thus more support is required to handle higher business loads. It could also be a part of an organization's strategy to retain those employees who have helped the company pull through tough times in 2009 by providing them with some additional help.

However, we noticed that organizations are still stringent in their recruitment process and are keen to hire capable and all-rounded employees who can handle multiple responsibilities such as reception, administrative and basic accounting. Employees who can value-add by multi-tasking across several functions are also much desired.

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.	1500	2200
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.	4000	6000
Receptionist / Front Office Assistant	'N' / 'O' levels Certificate	1-3	Tend to customers. Attend to phone calls. Administrative duties.	1500	2500
Mail Room Assistant	'N' / 'O' levels	1-2	Mail delivery & collection. Run simple errands.	1100	1500

**HOT JOB**

# PROCUREMENT, SUPPLY CHAIN & LOGISTICS

Singapore continues to be seen as an attractive logistics hub for many companies, with the creation of many new global and regional teams over the last 12 months with a continued demand in 2011.

Procurement as a function, particularly strategic sourcing in IT and services, has seen very high levels of demand across the full spectrum, particularly at the senior end. We anticipate ongoing growth in headcount in both procurement and supply chain operations in the coming year.

As a relatively new discipline in Singapore, there is shortage of talent to meet industry demands. Companies have been creative in their packages, offering great variable incentives to secure candidates and manage their talent retention.

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	22000
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	21500
Shipping Manager	Degree in Business Administration or Supply Chain Management	6-8	Managing of Shipping operations ensuring proper documentation.	6500	10500
Operations Manager – Sea-freight / Ocean-freight	Degree in Business Administration or Supply Chain Management	6-8	Managing of Seafreight operations ensuring timely deliveries.	6500	10500
Operations Manager – Airfreight	Degree in Business Administration or Supply Chain Management	6-8	Managing of Airfreight operations ensuring timely deliveries.	6500	10000
Cold Hub Manager	Degree in Business Administration or Supply Chain Management	6-8	Managing of Cold Hub/Cold Chain operations ensuring timely deliveries.	6500	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	6800
Commercial Specialist	Degree in Business Administration or Supply Chain Management	2-4	Responsible for optimising trading relationships by consolidating spend across internal clients.	2800	4300

**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.	5000	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	7000
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.	2800	4500
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.	5500	8300
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	5300
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	5500
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	8000
Procurement / Purchasing Manager / Director	Master / Degree in Engineering / Supply Chain & Logistics Management	10-12	Manage the operations of regional sourcing, procurement & management of suppliers.	12000	19000
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.	5400	8000
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	8500
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.	7500	12000
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.	5800	11000

**HOT JOB**

# SALES, MARKETING & ADVERTISING

Towards the end of 2010 saw Singapore's economy rebounding from the crisis with a strong growth, achieving a GDP of over 14%. Being one of the fastest countries in Asia to recover from the downturn, the market has seen an increase in consumer confidence which attributed to the increase in GDP.

This phenomenon in the market has brought about a strong demand for talent in Sales and Marketing. Employers continue to search for candidates with specific skills such as market research, creativity and product knowledge. Salaries have increased for positions such as Brand Manager and Sales Manager while other roles are expected to remain stable with more emphasis placed on performance-based incentives and commission schemes. In the marketing arena, there has also been a steady increase in the demand for digital marketing skills.

Organizations are beginning to see the importance of digital media and how pertinent digital marketing is to their business. These roles are created to dedicate time and effort into complementing traditional marketing and trends indicating the movement of this portfolio from agencies to in-house. While digital marketing will not completely take over their traditional counterpart and with the World Wide Web made more accessible via computers, mobile phones and other portable devices, the growth will be significant.

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.	4000	6500
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.	4500	7500
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 Manager	Degree / Diploma	5-10	Responsible for sales to a specific client base, responsible for client relationships most important to a company.	4750	9000
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 & 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
Key Account Manager	Degree / Diploma	3-7	Responsible for managing and growing key clients	3500	7000

 HOT JOB



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