



A REALISTIC SALARY GUIDE

for smart contract workers in
Singapore in 2020

Job specialisations: General Business Management (Accounting & Finance, Corporate Support & Administration, Human Resources, Operations, Procurement & Supply Chain; Sales & Marketing) Banking & Financial Services, Customer Service, Healthcare & Life Sciences, Information Technology

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About BGC Group

BGC Group is an international recruitment and HR outsourcing agency that identifies and delivers human capital solutions that becomes the backbone of every successful company's growth.

Having helped over 100,000 individuals quickly land rewarding careers in companies that drive industries since our inception in 2005, we believe in developing relationships based on a solid ground of trust between both employers and job-seekers. This is what differentiates us and gives us a competitive edge from the rest.

With our proprietary in-house software and active candidate database, BGC Group is fully capable of providing employers with intuitive solutions to effectively manage. For the past 15 years we have kept true to our mission of caring for the success of clients and job seekers in Asia. BGC Group has since become a listed company under Omnibridge Holdings on the Hong Kong Stock Exchange (08462:HK) since 2017.

Our HR solutions have helped the success of our key clients in:

- Banking, Finance, and Fintech
- Government and Statutory Boards
- IT, Networks and E-commerce
- Recruitment and HR administration outsourcing
- Payroll Parking
- Manpower Projects Management





A REALISTIC SALARY GUIDE FOR SMART CONTRACT WORKERS IN SINGAPORE 2020

Salary Guide 2020

A Realistic Salary Guide: For Smart Contract Workers 2020 is an annual salary guide by the BGC Team, to provide employers and candidates with a clearer perspective on salary ranges across the various industries and job functions that we hire for our clients in Singapore. This includes contract employees within core business management functions and in specialist industries such as Healthcare, Finance and Information Technology.

The information presented is not meant to be exhaustive, with insights gathered from our recorded hiring data, market knowledge of our specialist recruiters – aggregated with industry sources.

More employers are looking towards adopting fixed-term contract employment as a long-term solution for a more flexible workforce in terms of skill sets. Singapore job seekers are also adjusting their perceptions on non-permanent appointments – which may offer new learning opportunities that add to future career growth.

This salary guide hopes to provide an overview of Singapore's current market standards and employment trends, with an additional emphasis on in-demand roles, and how both employers and candidates can better bridge existing skill gaps.





**"2020 AND BEYOND:
ALL COMPETITIVE
SECTORS AND PEOPLE
BUSINESSES, WILL
NEED TO BE BACKED
BY TECHNOLOGY,
EVEN IF ONE STEP AT
A TIME."**

**TRISTAN CHEW
CEO OF BGC GROUP**

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General Hiring Outlook for 2020

According to MOM's Labour Force Advance Release 2019 findings, the employment rate is still seeing growth at 80.8%, up from 80.3% in 2018). However, wages are expected to rise with a similar slower rate from +2.2% in 2019, in comparison to the +4.4% in 2018.

Singapore's 2020 hiring activity is expected to be dampened by global economic uncertainties and slow growth, further impacted by the COVID-19 outbreak at the start of year. Most employers will lean towards the conservative side in the short-term and slow down on hiring until the situation sees a turn. As HR specialists, we expect salary increments for candidates to be slower as well.

Generally, we will see a growth in the proportion of employees in fixed-term contracts of one-year or more. This increase in fixed-term contracts will be more perceived for PMET positions in the younger age group of ages 25 to 29 and those over 50.

The PMET employment outlook in Singapore is relatively stable, though non-PMETs may find themselves with reduced employment opportunities and salary growth. With digitisation, the traditional scope of non-PMET positions is increasingly being phased out by automation with robots and software.





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In the long run, upskilling and reskilling to stay relevant to digital transformation will be crucial to the success of both employers and employees, regardless of job role or industry. This is evident in the Singapore government's Budget 2020 which provides financial support for all Singaporeans above the age of 25, and employers to undergo courses to enhance the Smart Nation's workforce's productivity for the future.

We have observed more employers demanding candidates with a good balance of niche technical skills, digital savviness, as well as the ability to communicate how technology contributes vastly to broader business objectives. Soft-skills in demand that cannot be displaced by technology include effective relationship management, conflict resolution, and creativity.

As technology evolves the talent landscape, employers will be challenged to look beyond hiring from the existing talent pool within their industries to close the skills gap. To compete to attract and retain the best talent, Singapore hiring managers and traditional HR policies will need to be more attuned to what the modern candidate is seeking in terms of career, culture – and align their expectations accordingly.





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Accounting & Finance Insights

The climate for hiring accounting and finance professionals in this field remains even, however, there is a notable increase in demand for professionals employed on fixed-term contracts of up to 3 years. These contract opportunities are mostly to support daily operations in AP, AR, and general ledger management – as more employers look to increase efficiency with the automation of internal workflows.

We noticed that demand in a contract workforce is subject to tightened headcount controls for permanent headcounts, the need to scale for operational flexibility in the short term – hiring for skills on a needs assessment basis to support short-term transformational improvement goals.

Due to stricter government regulations, the outlook for positions in financial management appears positive at the junior and associate levels, with most Singaporean talent in demand within sales and banking. At the senior level, accounting and finance managers are sought to ensure corporate governance and regulatory compliance standards are met.

Salary increments for professionals who stay with their current employers in 2020 are expected to range between 2% to 4%, depending on business and individual performance.





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Working in Accounting & Finance

Automation and outsourcing of business processes is set to continue as banks and MNCs outsource more back office operations to reduce costs. Frequent changes to the job scope are expected and employees in the back office will have to adapt fast to the new demands, including taking on new roles of analysing and reporting on data to stakeholders. There will be strong competition for talent with skills in finance data analytics and those familiar with automation using ERP systems such as SAP or Oracle.

Soft skills are ever so important in hiring – employers are looking to invest in finance candidates with strong stakeholder communication skills and strategic mindsets. Competitive employees are those with creative problem-solving skills and ability to communicate with internal and external stakeholders on all levels.

Accounting & Finance

<i>Job Title</i>	Qualifications	Experience (Years)	Salary
<i>Accountant or Assistant Accountant</i>	Diploma/ Degree	2 - 3	\$2,500 – \$4,200
<i>Accounts Assistant</i>	N/O/Diploma	1 - 3	\$1,700 – \$3,200
<i>Accounts Executive</i>	Diploma/ Degree	3 - 6	\$2,700 – \$4,700
<i>Accounts Officer (Junior/Senior)</i>	Diploma/ Degree	2 - 4	\$2,400 – \$4,100
<i>Audit Manager</i>	Degree	5 - 8	\$6,000 – \$7,500
<i>Auditor</i>	Degree	3 - 6	\$3,100 – \$5,000
<i>Finance Assistant</i>	Diploma	1 - 3	\$1,700 – \$2,800
<i>Senior Accountant</i>	Degree	3 - 6	\$4000 – \$7,000
<i>Tax Associate</i>	Degree	4 - 8	\$3,500 – \$6,000
<i>Tax Manager</i>	Degree	8 - 10	\$6,000 – \$9,000





Corporate Support & Administration Insights

As process automation technologies take over routine business processes, generalist job vacancies in office support are notably fewer compared to the past. Technology automation however, does not mean administration roles are redundant, as a 'human touch' is still needed when it comes to more nuanced matters involving social interactions and handling people needs of top executives and management. Corporate support roles remain accessible to candidates of all qualifications.

Working in Corporate Support & Administration

Administrative professionals support the smooth day-to-day operations of a range of business functions, comprising roles such as executive assistants, secretaries, business coordinators and office managers. Basic to intermediate level administrative skills are almost expected of most employees, and competitive employers with high quality corporate support teams are better positioned for market competitiveness.

These jobs are accessible to candidates of all qualifications, however, to succeed in corporate support and administration, hiring managers typically seek candidates who are customer oriented, with strong communication skills, who are organised, professional and reliable.





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Corporate Support & Administration

<i>Job Title</i>	Qualifications	Experience (Years)	Salary
<i>Administrative Assistant / Coordinator</i>	N/O Levels	0 - 3	\$1,400 – 2,500
<i>Administrative Executive</i>	Diploma	1 - 3	\$1,600 – 4,000
<i>Administrative Manager</i>	Diploma / Degree	3 - 5	\$4,000 – 7,000
<i>Business Coordinator</i>	Diploma / Degree	1 - 5	\$2,100 – 3,500
<i>Ethics and Compliance Specialist</i>	Diploma / Degree	3 - 5	\$3,500 – 4,500
<i>Executive Secretary / Personal Assistant</i>	N/O Levels / Diploma	3 - 7	\$3,000 – 6,000
<i>Facilities Coordinator/ Specialist</i>	N/O Levels	1 - 5	\$3,200 – 4,500
<i>Office Administrator / Assistant</i>	PSC / Diploma	1 - 5	\$1,800 – 3,500
<i>Office Manager</i>	N/O Levels / Diploma / Degree	3 - 8	\$3,000 – 6,000
<i>Receptionist</i>	N/O Levels	2 - 5	\$1,400 – 3,000





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Human Resources Insights

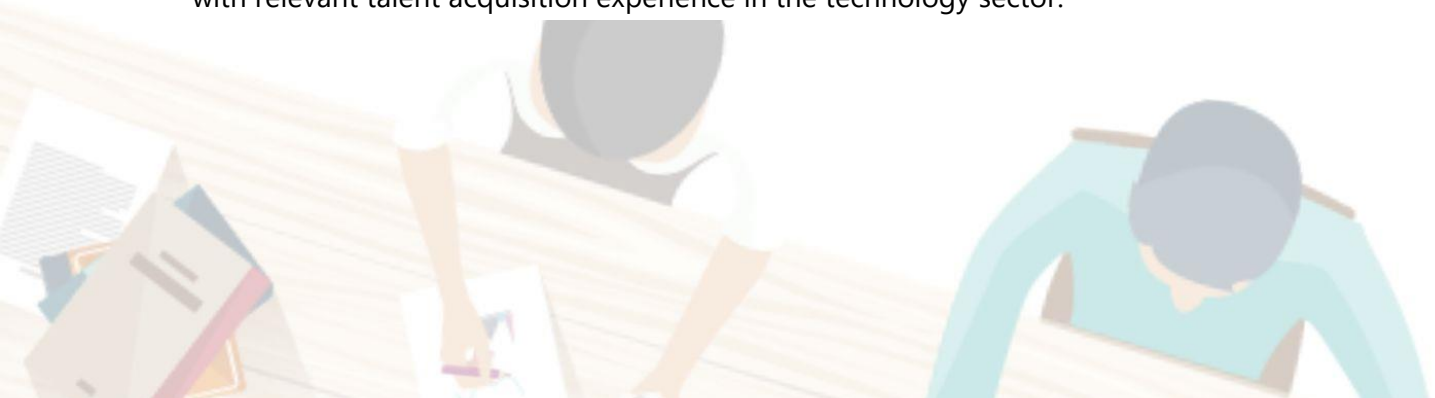
Professionals who help companies with their human capital needs will continue to be in demand, with all job industries in Singapore heavily reliant on people talent and skills for growth. To date, there are over 40,000 HR professionals in Singapore and 2,300 service firms in the country – and the number is set to grow. According to the Ministry of Manpower, investing in human capital will help grow business success through disruptive times. The recent updates to Singapore’s retirement policy will also see HR being involved in the talent development and training of the ageing population.

Working in Human Resources

HR professionals are invested in helping organisations grow with the help of the right people. Skills in training, consultancy, and IT are necessary in order to succeed as a human resources executive. Traditionally, they are some of the least visible team players in the workplace, however, there will be more expectations placed on them to help co-workers identify competitive, relevant skill sets, while providing them with the resources to boost their capabilities.

New age HR professionals will place less focus on transactional work (i.e. payroll, recruitment, administration) as more organisations look towards outsourcing some of their non-core HR functions to HR outsourcing agencies or employee self-service technologies. In addition to talent development to meet the organisation’s strategic goals, HR professionals today will be enabled by HR software to measure employee performance and derive strategy for organisational transformation.

Specialised human resources professionals who are familiar with using HR technological tools will be viewed favourably by employers. We also observe a high demand for HR professionals with relevant talent acquisition experience in the technology sector.





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Human Resources

<i>Job Title</i>	Qualifications	Experience (Years)	Salary
<i>HR Assistant / Officer</i>	Diploma / Degree	1 – 2	\$1,800 – \$3,600
<i>HR Associate</i>	Diploma / Degree	3 – 5	\$3,000 – \$5,000
<i>HR Business Partner</i>	Degree	3 – 6	\$7,000 – \$10,000
<i>HR Executive</i>	Diploma / Degree	2 – 4	\$2,300 – \$5,000
<i>HR Generalist / Specialist</i>	Diploma / Degree	3 – 5	\$3,000 – \$4,500
<i>HR Manager / Assistant Manager</i>	Diploma / Degree	5 – 8	\$4,000 – \$8,000
<i>Learning & Development Administrator</i>	Diploma / Degree	0 - 2	\$1,800 – \$2,500
<i>Learning & Development Executive</i>	Diploma / Degree	3 - 5	\$3,000 – \$4,700
<i>Learning & Development Manager / Assistant Manager</i>	Degree	5 - 8	\$4,000 – \$7,000
<i>Payroll Assistant / Officer</i>	A /O Level	0 - 1	\$1,600 – \$2,500
<i>Payroll Executive</i>	Diploma / Degree	1 - 5	\$2,500 – \$5,000
<i>Payroll Manager</i>	Degree	5 - 8	\$4,900 – \$8,000
<i>Recruiter</i>	Diploma / Degree	1 - 3	\$2,200 – \$5,000
<i>Senior Recruiter/ Team Lead</i>	Diploma / Degree	3 - 8	\$3,400 – \$7,000
<i>Talent Acquisition Executive</i>	Degree	1 - 2	\$2,400 – \$3,000
<i>Training Manager/ Assistant Manager</i>	Degree	2 - 5	\$4,000 – \$5,000





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Operations, Procurement & Supply Chain Insights

Singapore, as one of the world's leading logistics hubs, amidst fierce competition in Asia Pacific, is set to sink significant resources into improving its logistics infrastructure and connectivity. With the bustling growth in global ecommerce activity powered by increasing online consumer demands, Singapore, as an ideal strategic location, will continue to see companies investing in their modern supply chain and logistics hubs here. More exciting opportunities will be created for skilled candidates with experience in running end-to-end supply chain management and in advanced manufacturing.

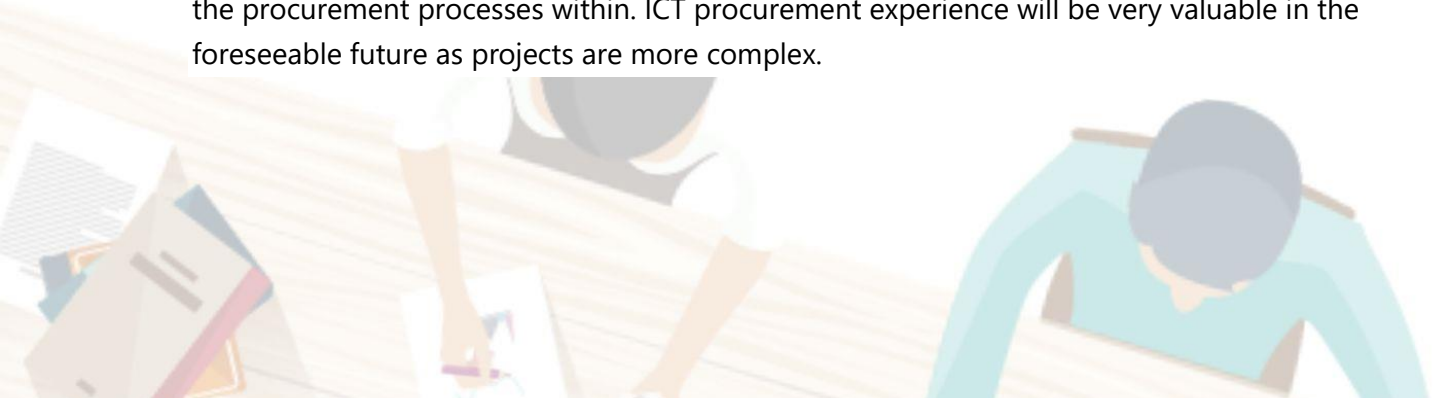
In 2020, companies realise the urgent need for diversification outside of China with intensifying trade wars and badly hit supply chains from the COVID-19 outbreak, we can expect to see major shifts to other lower-cost economies for supply chain risks to be reduced. Companies are expected to adopt a risk-averse approach when it comes to hiring new headcounts, however, demand for contract roles will remain steady.

Working in Operations, Procurement & Supply Chain

Larger organisations who are implementing large-scale transformation projects will look to hiring experienced procurement professionals to make a significant impact to their bottom-line.

Procurement will become a strategic function assisted by digital innovation to help companies with greater cost savings. Thus, procurement professionals will do well to align themselves with relevant skills in the digital age to stay relevant.

Some of the most demanded procurement candidates are those who demonstrate strong abilities to manage tender processes around service contracts. As recruiters, we see a growing need for candidates who understand public sector processes and are comfortable working with the procurement processes within. ICT procurement experience will be very valuable in the foreseeable future as projects are more complex.





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Generally, employees who can demonstrate the ability to lead transformation projects Soft skills that employers look for are – keen relationship building and focus on achieving business outcomes. In 2020, employees who are considering changing companies may expect an average salary raise of 5-10%.

Operations, Procurement & Supply Chain

<i>Job Title</i>	Qualifications	Experience (Years)	Salary
<i>Export Executive</i>	Diploma	2 - 4	\$2,000 – \$3,500
<i>Export Manager / Assistant Manager</i>	Diploma/Degree	3 - 5	\$4,500 – \$5,600
<i>Junior or Assistant Buyer</i>	N/O Levels/ Diploma	0 - 2	\$1,700– \$2,400
<i>Operations Assistant / Executive</i>	N/O Levels/ Diploma	1 - 2	\$1,800 – \$3,600
<i>Operations Manager</i>	Degree	3 - 6	\$4,500 – \$6,500
<i>Packer</i>	N/O Levels	0 - 1	\$1,000– \$1,300
<i>Procurement Executive</i>	Diploma / Degree	1 - 3	\$2,400 – \$3,200
<i>Procurement Manager</i>	Degree	5 - 8	\$5,800 – \$7,000
<i>Senior Operations Executive</i>	Diploma	3 - 5	\$4,000 – \$4,700
<i>Store Associate</i>	N/O Levels/ Diploma	0 - 2	\$1,500– \$2,200
<i>Supply Chain / Logistics Coordinator</i>	Diploma	0 - 2	\$1,700 – \$2,500
<i>Supply Chain / Logistics Executive</i>	Diploma / Degree	2 - 4	\$2,600 – \$3,500
<i>Supply Chain / Logistics Manager / Assistant Manager</i>	Degree	3 - 6	\$4,000 – \$7,000
<i>Warehouse Assistant / Storekeeper</i>	N/O Levels	1 - 3	\$1,500 – \$2,300





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Sales & Marketing Insights

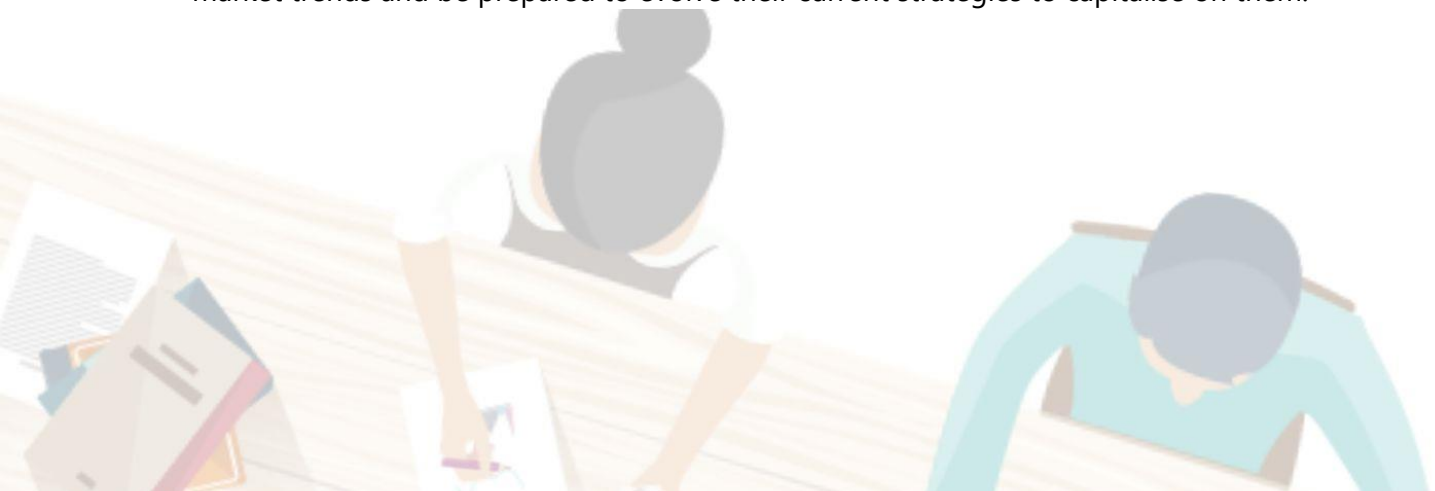
With a highly business-friendly environment and a largely skilled labour market, Singapore is an attractive destination for thousands of MNCs and start-ups alike – to have their Asia hubs based here.

With a growing number of tech companies looking to expand its operations aggressively in South East Asia, competition is keen for the top tier sales and marketing talent. Other traditional businesses will have to actively compete with tech employers in terms of remuneration and attractive employer branding – to attract candidates who possess strong capabilities in the areas performance marketing, digital analytics, SEO, SEM, CRM marketing and business development.

Working in Sales & Marketing

As for all industries facing technological disruptions, more companies in Singapore will digitise their professional services to reach more consumers. Sales and marketing talents who are skilled in both traditional media and online marketing channels, analytics, and social media will be high demand. Their responsibilities include managing online brand and product campaigns, devising strategies to drive consumer traffic, evaluating customer research, and developing and managing digital campaigns

Consumer channels are overwhelmed with branded content and in-house marketers and agencies will need to constantly explore new, creative ways of grabbing attention from their audience. Competitive sales and marketing professionals will need to keep abreast of upcoming market trends and be prepared to evolve their current strategies to capitalise on them.





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Sales & Marketing

<i>Job Title</i>	Qualifications	Experience (Years)	Salary
<i>Buyer/ Senior Buyer</i>	Diploma / Degree	2 - 7	\$3,000 – \$5,500
<i>Copywriter</i>	Diploma/ Degree	2 - 3	\$2,400 – \$3,500
<i>Digital Marketing Specialist</i>	Degree	2 - 3	\$3,500 – \$6,500
<i>Events Executive</i>	Diploma / Degree	2 - 3	\$2,100 – \$3,000
<i>Events Manager</i>	Degree	3 - 5	\$2,500 – \$4,500
<i>Events Officer / Executive</i>	Diploma/Degree	1 - 3	\$1,800 – \$2,700
<i>Marketing Executive</i>	Diploma/ Degree	0 - 4	\$2,300 – \$5,000
<i>Marketing Manager/ Assistant Manager</i>	Degree	3 - 5	\$4,000 – \$7,500
<i>Merchandiser</i>	N/O Levels/ Diploma	1 - 3	\$2,000 – \$3,300
<i>Project Administrator</i>	Diploma/ Degree	1 - 4	\$1,800 - \$3,500
<i>Project Management Executive</i>	Diploma/ Degree	2 - 4	\$2,500 – 5,000
<i>Public Relations Executive</i>	Diploma/ Degree	1 - 3	\$2,400 – 5,000
<i>Public Relations Manager</i>	Degree	3 - 5	\$3,500 – 6,000
<i>Retail Assistant / Associate</i>	N/O Levels	0 - 2	\$7.50 – 10 (per hour)
<i>Retail Manager</i>	N/O Levels / Diploma	2 - 5	\$1,700 – \$3,000
<i>Sales / Business Development Executive</i>	Diploma/ Degree	3 - 5	\$2,800 – 5,000
<i>Sales / Business Development Manager</i>	Degree	4 - 7	\$5,000 – 11,000
<i>Sales Coordinator / Officer</i>	N/O Levels/ Diploma	2 - 4	\$2,300 – \$3,500
<i>Sales Promoter</i>	N/O Levels/ Diploma	2 - 4	\$2,000 – \$3,500
<i>Store Manager</i>	Nitec / Diploma	1 - 3	\$2,400 – \$3,500
<i>Web Designer</i>	Diploma / Degree	1 - 4	\$2,300 - \$4,000





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Banking & Financial Services Insights

The climate for hiring in the sector varies for banking and financial institutions. Contract jobs have been booming in Singapore over the last couple of years as global banks have tightened their cost controls over permanent headcount. Nevertheless, Singapore still remains an attractive financial hub, with global banks headquartered here to harvest ASEAN's attractive growth potential.

Financial Technology (Fintech) firms have become fierce disruptors in the scene as digitally savvy millennials readily switch over from traditional banks in favour of faster self-service mobile solutions with reduced management fees offered by Fintechs. Some of the latest solutions include online investment platforms, cashless payment, SME lending and digital wallets.

Consumers are not the only ones migrating – amidst strong Fintech competitive lure for top talents, more mid-top level professionals in banking are also considering new opportunities that they can move into. Highly progressive players in the field are those who have evolved their employer proposition, working conditions and employee benefits to resemble those of their tech competition. Banks and Fintechs alike are seeking talents who are well versed in the Monetary Authority of Singapore (MAS)'s regulations and who are experienced in implementing workflow projects.

Overall, Singapore's banking and financial services industry is constantly pressured to adopt digital transformation to meet the modern day consumer's demands of a better, more seamless experience. The adoption of new technology has resulted in some attrition and redundancy as firms restructure its corporate structures to become more flat for faster decision making and cost effectiveness.

In general, banking and finance candidates who switch companies may expect salary increases in the range of 6% to 15%.





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Working in Banking & Financial Services

Many financial institutions have reported a slowdown in hiring at the start of 2020 due to uncertainties of the ongoing trade wars and a drop in investments with a long-drawn COVID-19 pandemic. Despite the evolving banking and financial landscape, the outlook for employment in Singapore remains positive as growth in financial and insurance services were reported to outpace the overall economy with a 6% growth in 2018.

In recent years, traditional back office operations have been offshored to neighbouring countries and the teams remaining in Singapore's office will need to improve their client-based skill sets and business development capabilities. However, there is still significant demand for front office roles positions with industry experience in private banking and relationship management.

Skills that hiring managers will look for to improve existing bank operations include process automation, project management, data management, and complex analytical reporting.

Further given Singapore's evolving regulatory environment, there remains a shortage in skilled candidates for specialised positions such as compliance advisory, and regulatory accounting. To meet the shortage of talents in compliance, bank employers will consider training existing accountants with a good knowledge of the regulatory framework.

For candidates looking for a career switch from outside the sector, contract positions for in-demand positions alongside constant skills upgrading will potentially offer them a good start to a long career.





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Banking & Financial Services

<i>Job Title</i>	<i>Qualifications</i>	<i>Experience (Years)</i>	<i>Salary</i>
<i>Bancassurance Specialist / Banker</i>	Diploma / Degree	1 - 5	\$2,900 – \$6,000
<i>Bank Operations Manager</i>	Degree	8 - 10	\$6,100 – \$10,000
<i>Bank Relationship Manager</i>	Degree	2 - 8	\$3,500 – \$7,500
<i>Bank Teller / Customer Service Executive</i>	Diploma	1 - 3	\$2,100 – \$3,500
<i>Client Services Manager</i>	Degree	4 - 8	\$5,500 – \$8,000
<i>Client Services Specialist</i>	Diploma/ Degree	3 - 5	\$3,500 – \$6,000
<i>Compliance Officer</i>	Diploma/ Degree	3 - 5	\$3,400 – \$6,400
<i>Credit Analyst</i>	Degree	1 - 3	\$2,600 – \$5,000
<i>Finance Associate, Financial Control</i>	Degree	5 - 8	\$3,400 – \$9,000
<i>Junior/ Senior Banking Officer</i>	Diploma/ Degree	4 - 10	\$3,500 – \$6,500
<i>Mortgage Specialist</i>	Degree	2 - 3	\$3,000 – \$5,000
<i>Relationship Manager (Private Banking)</i>	Degree	5 - 10	\$5,000 – \$10,000
<i>Risk Analyst (Market/Liquidity)</i>	Degree	2 - 5	\$3,000 – \$6,000
<i>Trade Finance Executive</i>	Diploma/ Degree	1 - 3	\$1,900 – \$4,500
<i>Trade Finance Manager</i>	Degree/ Master's	4 - 7	\$4,500 – \$9,000





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Customer Service Insights

Good customer service today may be considered by most as a basic requirement these days, and exceptional customer service can become a competitive edge for businesses today.

Contrariwise, a poor customer service experience may have more lasting damage on a business than just the customer involved. With the help of social media – bad experience stories shared by an upset customer may just spread as fast as wildfire.

Frontline staff of all industries – more than just the usual tourism, retail, F&B sectors are the first touchpoints of their organisations. Adjusting to growing customer expectations for high service standards will now apply broadly across industries.

In the tech-driven space, the roles of customer service have evolved to better serve time sensitive online customers who demand immediate answers through the help of automated chat bots, AI messengers, and live helpdesks. Mobile and ecommerce channels will continue improving their customer support's productivity through digital means, to help complement manual emails and call centres, evident in industries from as diverse as banking, to hospitality, and airlines.

However, experience-led industries such as F&B, retail, hospitality are still seeing a huge manpower shortage and tight restrictions on foreign manpower for their non-PMET positions. Despite calls from businesses for foreign worker levies to be waived amid the coronavirus-induced economic uncertainty earlier in this year – Singapore has maintained that companies should be pushed to restructure, improve job quality and become less dependent on foreign manpower moving forward.





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Working in Customer Service

Notwithstanding the slowdown in hiring for the retail, F&B and tourism sectors at the start of the coronavirus period, customer service that calls for a human touch will continue to be needed. Furthermore, according to Fastjobs, non-PMET sector clients will be looking to recruit local talents for their rank-and-file positions in 2020 is positive as the service and manufacturing industry grows.

Some of the most in-demand positions within customer service will include helpdesk officers and customer support officers. As recruiters, ideal candidates are able to think fast, adopt a problem-solving mind set, and are skilled, empathetic communicators. With enough experience understanding customer needs, these candidates may find themselves in a good position to cross over to sales professions, should candidates seek a career move for better remuneration.

Customer Service

<i>Job Title</i>	<i>Qualifications</i>	<i>Experience (Years)</i>	<i>Salary</i>
<i>Customer Service Executive / Supervisor</i>	N/O Levels / Diploma	1 - 5	\$2,300 – \$4,100
<i>Customer Service Manager</i>	Degree	3 - 5	\$3,500 – \$6,000
<i>Customer Service Officer (Foreign Language)</i>	Degree	1 - 5	\$2,500 – \$3,400
<i>Customer Service Officer or Assistant</i>	N/O Levels / Diploma	1 - 3	\$1,400 – \$2,700
<i>Guest Relations Officer</i>	Diploma	1 - 2	\$1,500 – \$2,800
<i>Helpdesk Officer</i>	N/O Levels / Diploma	1 - 2	\$1,700 – \$2,600
<i>Telesales Executive</i>	N/O Levels / Diploma	1 - 3	\$1,700 – \$3,500





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Healthcare & Life Sciences Insights

With Singapore's commitment to growing a sustainable healthcare system that promotes R&D innovation, it is an ideal destination for global pharmaceuticals to set up commercial headquarters here. At current, healthcare resources in Singapore follows the country's transition into an ageing population.

With insights generated from clinical research data and healthcare professionals over the years, the overall quality of healthcare treatments are set to improve. Artificial Intelligence (AI) is set to play an important role in facilitating routine, manual tasks and monitoring progress so that medical professionals are freed up to assess and treat patients more efficiently.

Current healthcare facilities and services providers will need to evolve to solve challenges of the ageing population – from healthy living and prevention, to diagnosis, personalised treatment and home care. To help hospitals with rehabilitative support, job opportunities are expected to increase for community and home care for chronic illnesses, intermediate care and prevention.

However, there are still foreseeable challenges in recruiting long-term care workers to meet the growing demands. Even though digitisation and innovation is expected to revolutionise healthcare, technology has its limitations and will not completely displace the high-touch human elements that healthcare professionals provide. In both diagnosis and treatment, human judgement still has a strong role in understanding context.

More healthcare employers are expected to take advantage of the government's SkillsFuture support schemes and Professional Conversion Programmes (PCP) to plug the demand for necessary skills in existing healthcare workers.





A REALISTIC SALARY GUIDE FOR SMART CONTRACT WORKERS IN SINGAPORE 2020

Working in Healthcare & Life Sciences

Healthcare workers across all healthcare settings in Singapore will need to undergo continual training and in-service education to keep up to date with the application of tech-enabled medical services that will add value to patients and healthcare settings.

Staff nurses and freelance nurses are highly demanded to meet the rising need for healthcare services and the ageing population. The outlook for the nursing workforce is very positive, with more healthcare employers increasing salaries to attract and retain nurses. As of 2018, there are more than 42,000 registered nurses in Singapore. We expect to see more employer support with better training support to improve the profession’s clinical skills in a practical setting.

Overall, for career switchers and existing professionals to thrive in a variety of healthcare settings, they will need to be knowledgeable, resourceful, systematic, and resilient team players who are motivated to meet desired positive patient outcomes.

Healthcare and Life Sciences

<i>Job Title</i>	Qualifications	Experience (Years)	Salary
<i>Clinical / Dental Assistant</i>	N/O/Diploma	1 - 4	\$1,700 – \$2,300
<i>Enrolled Nurse</i>	Nitec/ Higher Nitec	2 - 5	\$1,700 – \$2,400
<i>Laboratory Technician</i>	O/Diploma	1 - 4	\$1,900 – \$2,600
<i>Medical Sales Representative</i>	Diploma	1 - 4	\$2,800 – \$4,000
<i>Medical Technologist</i>	Diploma	1 - 4	\$1,700 – \$2,800
<i>Nurse Clinician / Manager</i>	Degree	8 - 10	\$5,000 – \$7,000
<i>Occupational Therapist</i>	Degree	1 - 5	\$3,000 – \$4,500
<i>Paramedic</i>	Diploma	1 - 3	\$2,400 – \$3,000
<i>Patient Service Associate</i>	N/O/Diploma	1 - 4	\$1,700 – \$2,500
<i>Pharmacist</i>	Degree	1 - 5	\$2,500 – \$4,500
<i>Pharmacy Technician</i>	Diploma	1 - 4	\$2,000 – \$2,800
<i>Physiotherapist</i>	Degree	1 - 5	\$3,000 – \$4,500
<i>Staff Nurse</i>	Diploma / Degree	1 - 4	\$2,200 – \$3,800





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Information Technology Insights

Technology will remain a key theme in hiring trends for all employers, in view of staying competitive amidst growing digital and technological disruptions. Singapore will continue to push its vision of being a Smart Nation, and has identified key areas it will improve on. This includes cyber security risk awareness, using technology to improve the quality of life, levelling the adoption of technology at all fronts.

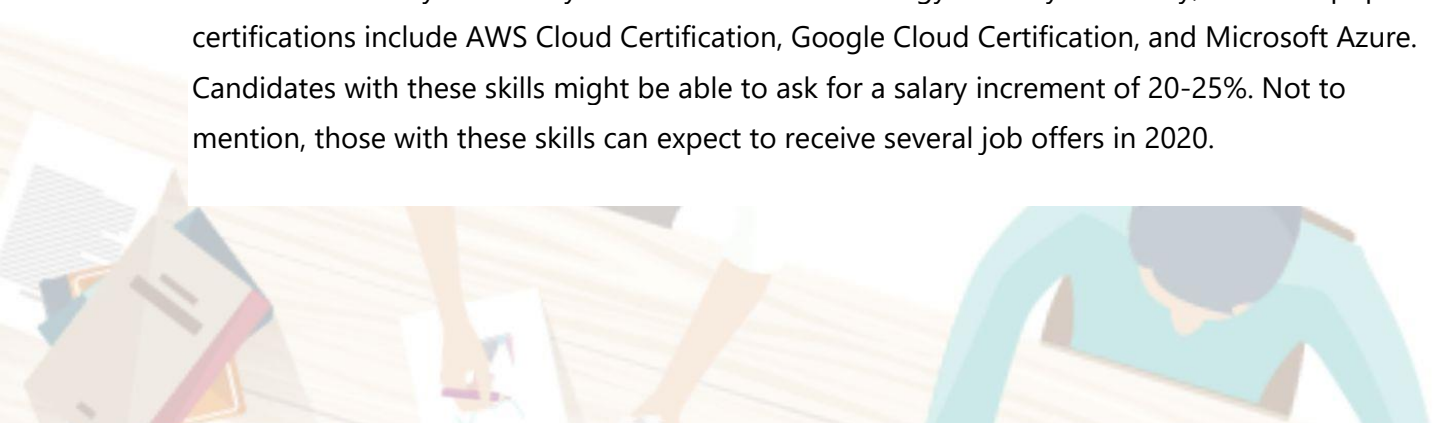
There is a huge demand for software engineering talent in Singapore, and candidates are constantly sourced locally and abroad. In the next few years, Singapore will expect to see 50,000 ICT jobs added to the existing pool of 200,000 talents.

Given the recent series of high profile cyberattacks back in 2019, improved awareness has now led to a high demand for tech specialists. Specifically, cybersecurity professionals in Singapore. Most in-demand cybersecurity roles fall within industries that require more security, such as the government and the banking sector. Additionally, businesses in Singapore are also tuning their focus towards automation, improving efficiency as well as better customer service.

Working in Information Technology

In 2020, we note that skills such as cloud engineering and DevOps are highly sought after by employers in the tech industry. We can also expect an increase in demand for experts with skills in machine learning as well as artificial intelligence.

While the demand for tech talents cannot be met with the current global talent shortage, constant industry certification remains the key to entering niche fields or staying in demand as a candidate in the cybersecurity and information technology industry. Currently, the most popular certifications include AWS Cloud Certification, Google Cloud Certification, and Microsoft Azure. Candidates with these skills might be able to ask for a salary increment of 20-25%. Not to mention, those with these skills can expect to receive several job offers in 2020.





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In terms of traditional information technology roles, candidates with experience in helpdesk support as well as systems and networking engineering can still expect a steady demand for jobs.

Those in the cyber security industry can expect to switch roles every two years. This is especially common as candidates within the industry often look for opportunities to reskill. In a nutshell, the top tech jobs in 2020 are cybersecurity professionals, app developers, and data scientists to name a few. In terms of soft skills, IT recruiters will generally look for communicative team players who are receptive to giving and taking feedback.

Employers should expect high competition for tech talents to remain throughout 2020 and in the near future. Competitive employers are those who aim to improve their recruitment process or utilise creative solutions (i.e. hiring women in tech, or outsourcing their tech recruitment). Failure to do so might result in the organisation losing out on the best talents.





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Information Technology

<i>Job Title</i>	Qualifications	Experience (Years)	Salary
<i>Application / Software Developer</i>	Degree	3 - 5	\$3,500 – \$4,500
		5 - 10	\$4,500 – \$7,500
		10 - 15	\$7,500 – \$10,000
<i>Application Support Executive</i>	Diploma / Degree	1 - 3	\$2,600 – \$3,500
<i>Architect – Applications, Solutions, Systems, Data</i>	Degree	3 - 5	\$3,500 – \$4,500
		5 - 10	\$4,500 – \$7,500
		10 - 15	\$7,500 – \$10,000
<i>Data Analyst</i>	Degree	3 - 6	\$4,800 – \$6,300
<i>Database Administrator</i>	Degree	3 - 5	\$3,500 – \$4,500
		5 - 10	\$4,500 – \$7,500
<i>DevOps Engineer</i>	Degree	3 - 5	\$5,500 – \$7,500
		5 - 10	\$7,500 – \$10,000
		10 - 15	\$10,000 – \$15,000
<i>Helpdesk Support</i>	Higher NITEC/ Diploma	0 - 2	\$2,000 – \$2,600
<i>IT Business Analyst</i>	Diploma/ Degree	0 - 3	\$2,800 – \$4,000
		3 - 5	\$5,000 – \$6,000
		5 - 10	\$6,000 – \$8,000
		10 - 15	\$7,500 – \$10,000
<i>IT Executive</i>	Diploma / Degree	2 - 4	\$3,200 – \$5,500
<i>IT Project Executive</i>	Diploma / Degree	2 - 4	\$2,600 – \$4,500
<i>IT Project Manager</i>	Degree	3 - 5	\$5,500 – \$7,500
		5 - 10	\$7,500 – \$10,000
		10 - 15	\$10,000 – \$15,000
<i>IT Support Engineer</i>	Higher NITEC/ Diploma	1 - 2	\$2,300 – \$3,500
<i>Network / Infrastructure Developer</i>	Degree	3 - 5	\$3,500 – \$4,500
		5 - 10	\$4,500 – \$7,500
		10 - 15	\$7,500 – \$10,000
<i>Senior Java Developer / Java Developer</i>	Degree	2 - 6	\$3,500 – \$7,800
<i>Support Engineer</i>	Higher NITEC/ Diploma	0 - 2	\$2,200 – \$2,800
<i>UI / UX Designer</i>	Degree	3 - 5	\$3,500 – \$4,500
		5 - 10	\$4,500 – \$7,500
		10 - 15	\$7,500 – \$10,000






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Cyber Security, Governance and Audit

Job Title	Qualifications	Experience (Years)	Salary
Chief Information Security Officer (CISO)	Degree	10 - 15	\$15,000 – \$25,000
Cyber Security Engineering	Degree	3 - 5	\$5,000 – \$7,000
		5 - 10	\$7,000 – \$10,000
		10 - 15	> \$10k
Cyber Security Specialist	Degree	3 - 5	\$5,000 – \$8,000
		5 - 10	\$8,000 – \$10,000
		10 - 15	\$10,000 – \$15,000
IT Audit	Degree	3 - 5	\$5,000 – \$7,000
		5 - 10	\$7,000 – \$10,000
		10 - 15	> \$10k
IT Security	Degree	3 - 5	\$5,000 – \$7,000
		5 - 10	\$7,000 – \$10,000
		10 - 15	> \$10k
IT Security Manager	Degree	5 - 10	\$7,500 – \$10,000
		10 - 15	\$10,000 – \$20,000
Technology Risk & Governance	Degree	3 - 5	\$5,000 – \$7,000
		5 - 10	\$7,000 – \$10,000
		10 - 15	\$10k+





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