



*Singapore*

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**Salary &  
Employment  
Outlook  
2021/22**



PERSOLKELLY is a joint venture established in 2016 between PERSOL HOLDINGS (previously Temp Holdings) and Kelly Services to cater to the rising workforce employment needs of the emerging Asia Pacific market. We are one of the largest workforce solutions providers in the region, spanning over 45 offices across 13 markets including Australia, China, Hong Kong, India, Indonesia, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand and Vietnam.

Our reach, scope, and scale of operations have set the industry standard for cross-border recruitment and holistic workforce solutions. Since inception, PERSOLKELLY has placed over 59,000 positions across the region and works together with 98% of Fortune 100™ companies for their workforce solution needs.

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A statutory board under the Ministry of Education (MOE) that drives and coordinates the national SkillsFuture movement. The SkillsFuture movement supports the lifelong pursuit of skills mastery, to enable individuals to achieve their potential throughout life and to support Singapore's next phase of economic development.

# CONTENTS

## SALARIES

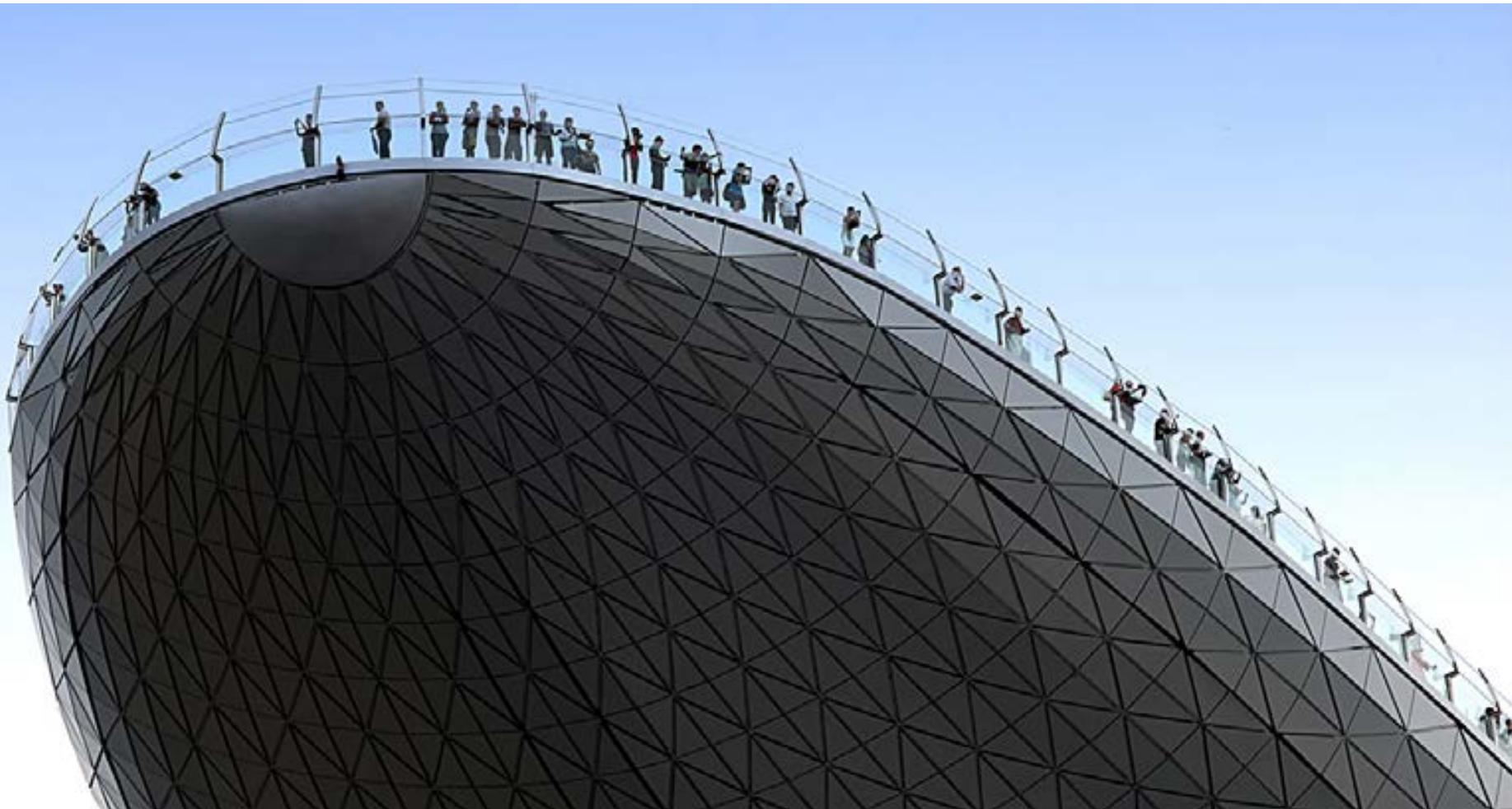
**Methodology:** Salary figures included in the 2021/22 Singapore Salary Guide are derived by combining the expert market knowledge of senior recruitment professionals within the PERSOLKELLY Singapore network, as well as job placement data recorded on the PERSOLKELLY Singapore database.

# Executive Overview

**Buoyed by its well-performing manufacturing sector, Singapore's economy grew at its fastest rate in over a year, more rapidly than earlier estimates in the first quarter of 2021.**

**A**s COVID-19 vaccinations gain pace, the Singapore government has raised its 2021 forecast for GDP growth to 6% to 7% from its previous range of 4% to 6%, expecting economic activity to pick up alongside demand for goods and services at home and in key overseas markets.

Meanwhile, private-sector analysts have factored in an uneven recovery for the economy, and have not changed their forecasts, given that the COVID-19 situation and existing border control measures may continue to weigh on various sectors. Achieving a high rate of vaccinations, and the government's approach towards the reopening of the economy, will be key to Singapore's economic performance over the next year.



# Executive Overview

As the global economy recovers, outward-oriented sectors such as manufacturing and wholesale trade are expected to benefit from the rise in external demand. However, since international travel restrictions will take some time to ease, tourism and aviation-related sectors may see further delays before their industries improve. Moreover, the construction and marine and offshore engineering sectors are also constrained by workforce shortages, exacerbated by the border restrictions and safe management measures.

To prepare for its next phase of growth and emerge stronger from the pandemic, the government has emphasized the need for Singapore to strengthen its digital economy by boosting the digital capabilities of its people and businesses. As companies accelerate their digitalization efforts to transform their businesses and keep pace with rapidly changing industry needs, we expect candidates with digital skillsets to be highly sought after.

Our 2021/2022 Singapore Salary Guide highlights the trends and issues impacting Singapore's industries and workforce to help you navigate its multi-faceted employment landscape, and strengthen your approach to attract, retain and develop talents. This guide consolidates emerging trends on salaries and job positions across crucial industries from actual transactions recorded on PERSOLKELLY's Singapore database.



To prepare for its next phase of growth and emerge stronger from the pandemic, the government has emphasized that Singapore must lay strong foundations for the digital economy by strengthening the digital capabilities of its people and businesses.

As your trusted recruitment partner, we hope that this guide will serve as an effective benchmarking tool to help shape your recruitment strategies. We look forward to helping you develop forward-looking solutions for your company's evolving talent management needs in the exciting year ahead.

A handwritten signature in black ink, appearing to read "Foo See Yang".

**Foo See Yang**  
Managing Director and Country Head,  
Singapore

# A message from SkillsFuture Singapore

We were navigating uncharted territories in 2020. As we experienced the technical recession, job displacements, career changes and work-from-home circumstances, we continued to work towards emerging from the COVID-19 pandemic.



Our experiences of the past year affirm the importance of remaining competitive and adaptable in a constantly evolving economy.

The pace of digitalisation accelerated across all sectors, resulting in demand for infocomm technology and automation tools and skills.

While the pandemic greatly influenced our economy last year, we also saw broader implications of new technological and societal driving forces affecting Singapore, especially along four strategic domains:

**1** Singapore's Smart Nation strategy aims to advance digitalisation to integrate every industry, business and government agency. This goes beyond the extend of technology adoption spurred by COVID-19, and we expect to see further advancement and industry adoption of artificial intelligence (AI), cybersecurity, trust and quantum technologies.

**2** Manufacturing sectors have been leveraging digital technologies such as machine learning, artificial intelligence, robotics and automation to accelerate the pace of materials innovation;

**3** Singapore's health system is transforming to deliver better health and healthcare outcomes, empowering individuals to better manage their own health and chronic conditions through data-driven and patient-centric to deliver value-based care; and

**4** Industry and national-level initiatives are making headway to position Singapore as a leading centre for green services and solutions to transform and develop sustainable industries and enterprises, including value-adds to our construction, facilities management and transport industries through sustainable construction materials and advanced robotics and automation technologies for onsite and offsite operations, and enhancement of our national energy, water, and food resource resilience.

To help Singaporeans ride this technological wave, SkillsFuture Singapore collaborated with national agencies and strategic organisations to avail more upskilling and reskilling opportunities. Some of these training

programmes include Google's Skills Ignition SG, Microsoft's #GetReadySG and IBM's i.am-vitalize. This is in addition to the existing TechSkills Accelerator programme that has already benefitted thousands of Singaporeans. We have also launched various traineeships and mid-career training programmes to help Singaporeans seize opportunities in hiring sectors and in-demand job roles.

I hope that this salary and skills guide, jointly developed by PersolKelly and SkillsFuture Singapore, will offer greater clarity and direction to support jobseekers and recruiters in the coming year. Together with enterprises and individuals, we will create a better future for all. Stay resilient, stay adaptable, stay safe.

A handwritten signature in black ink, appearing to read "Gog Soon Joo".

**Gog Soon Joo**

Chief Skills Officer, SkillsFuture Singapore

# Singapore Labour Market Outlook

**R**As the COVID-19 outbreak in Singapore began to stabilize, total employment grew by more than estimated in the first quarter due to a higher-than-anticipated increase in resident employment of 23,700. However, in the second quarter, phase two (heightened alert) COVID-19 restrictions had impacted the labour market, causing total employment to contract by 15,700.



Skills training will be a top priority for employers across all sectors

**I**n view of economic uncertainties and COVID-19 restrictions, which may slow the pace of labour market recovery, the government is taking a cautiously optimistic view towards the labour market situation. Although export-oriented sectors such as manufacturing are faring well, domestic sectors such as retail and F&B may continue to be impacted by restrictions. While unemployment rates eased further in June, they remained elevated compared with pre-pandemic levels.

As an optimistic sign for labour market recovery, the ratio of job vacancies to unemployed persons improved from 0.75 in December 2020 to 0.96 in March 2021 – within pre-pandemic levels from 2018 to 2019. In particular, jobs were widely available in manufacturing, public administration and education, construction, information and communications, and financial services.

The number of retrenchments had also fallen to 2,270. Over half of the retrenchments in Q1 2021 were due to restructuring and re-organization. Retrenchments due to recession or industry downturns formed a smaller proportion compared to a quarter ago.

As business activities picked up, the number of employees placed on short work-weeks or temporarily laid off also halved from the fourth quarter of 2020 to the first quarter of 2021. However, the level remains high compared to pre-pandemic quarters.

Fewer fresh graduates secured full-time jobs in 2020 compared to the year before, with only seven in 10 from four local universities securing permanent employment. Government programmes such as traineeships have helped ensure that most of the rest managed to secure a form of work.

In the year ahead, skills training will be a top priority for employers across all sectors, who may tap on external support to assess skills gaps and map out training needs for their employees. Essential skill sets that employers are looking out for include adaptive, technology and technical skills.

As businesses continue to transform and re-assess the core competencies that they require digitally, employers have to respond quickly. They have strategically restructured their workforce by re-assessing jobs and shifting work scopes. At the same time, the onus lies on employees to seize as many available opportunities to upgrade their skills, and remain relevant and resilient in an ever-changing industry landscape.

*Salaries*

# BY FUNCTIONS

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# Accounting

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With intermittent lockdowns weighing on Singapore's economic growth, accounting firms are planning cautiously for the year ahead, given that the accounting sector runs on a delayed cycle compared to the economy itself.

Accounting firms are also seeing a shift in the type of services in demand, due to the prolonged impact of COVID-19. For instance, while some companies are reducing discretionary spending in transactions and certain consulting projects, and others are carrying out transformation projects during this period of low demand, compliance services such as audit and tax have remained a mainstay for most firms.

Bigger firms are also consistently adopting new technology tools to drive business continuity amidst remote work or WFH arrangements, but it remains challenging for smaller firms to digitalize and execute auditing procedures virtually. A lack of clarity on the potential return-on-investment or data for model-building are just some of the key factors that discourage them from investing in technology.



# Accounting

However, with the new Institute of Singapore Chartered Accountants (ISCA) Support Fund, smaller firms may soon get a leg up to support their business transformation. With S\$8 million set aside to accelerate individual accountants and small and medium-sized accounting firms' digital transformation and upskilling efforts, the package could also ease the sector's manpower crunch and alleviate the business impact of disrupted project workflows.

The pandemic has also accelerated the pace of digital transformation; and the skill set required of the profession is constantly evolving and expanding as well, with employees' greater proficiency in a range of technology tools now deemed the standard.

Within the next three to five years, technological enablers such as automation, artificial intelligence (AI), machine learning (ML), advanced analytics, big data and blockchain will increasingly become part of the accounting world. Over half of 11 key finance roles are also likely to be significantly changed by technology. For the next generation of accounting professionals, it is now crucial that they have not just the skill set specific to accounting and their industries, but also knowledge on the emerging technology tools that are commonly utilized in their field, as well as how it complements their work.

Machines may soon take over many repetitive and labour-intensive tasks, diminishing certain junior accounting roles.

At the mid-level, accountants will have to adapt to key tasks being displaced and redesigned as a result of technology. On the other hand, senior level employees may experience only incremental changes in their job functions, where they will continue to deliver outcomes with increased efficiency due to technology - elevating the value-add they bring to their roles.

To mitigate the challenges above, the Singapore government has announced plans to launch blueprints for job transformation in accountancy, and in-house finance and accounting functions over the next two years. These blueprints will provide job-level analysis of how jobs and skills will be transformed by technology, and provide a frame of reference for companies to invest in new technology tools and systems required to reskill their staff.

Despite these changes to accounting roles, accountancy is expected to remain one of the most in-demand positions within the finance sector in Singapore, with key roles including the likes of Senior Accountant, Senior Accounts Manager, Finance Director, Finance Manager and Treasury Executive. By adapting and upskilling with in-demand skill sets such as Financial Reporting and Regulatory Compliance, accountancy professionals can stay ahead of the knowledge curve and ensure that they stay relevant and prepare themselves to assume next-level roles.

## TOP 10 In-demand Skills



Financial Reporting



Liaison



Goods and Services Tax (GST)



Microsoft Office (Excel)



Time Management



Financial Accounting



Communication



Regulatory Compliance



Business Finance



Economics

# Accounting

| Salary Range (per month)<br>Unit: SGD   |                    |                       |        |        |  |
|---|--------------------|-----------------------|--------|--------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION         | MIN    | MAX    |  |
| <b>ACCOUNTING</b>   |                    |                       |        |        |  |
| Accountant/ Assistant Accountant               | 1-3                | Diploma/ Degree       | 2,600  | 4,800  |  |
| Accounts Assistant  | 1-3                | N'/O' Levels/ Diploma | 1,800  | 2,400  |  |
| Accounts Payable Executive  | 1-4                | Diploma/ Degree       | 2,300  | 4,500  |  |
| Accounts Payable Officer/ Assistant   | 1-3                | N'/O' Levels/ Diploma | 2,300  | 3,500  |  |
| Accounts Receivable Executive   | 1-4                | Diploma/ Degree       | 2,200  | 4,200  |  |
| Accounts Receivable Officer   | 1-3                | N'/O' Levels/ Diploma | 2,100  | 3,500  |  |
| Senior Accountant                              | 3-6                | Degree                | 5,300  | 7,900  |  |
| Senior Accounts Executive/ Accounts Executive  | 1-4                | Diploma/ Degree       | 2,400  | 5,000  |  |
| Senior Accounts Manager/ Accounts Manager      | 3-5                | Degree                | 4,200  | 7,600  |  |
| Senior Accounts Officer/ Accounts Officer   | 1-4                | Diploma/ Degree       | 2,500  | 4,200  |  |
| <b>FINANCE</b>  |                    |                       |        |        |  |
| Chief Financial Officer   | >15                | Degree/ Master        | 18,000 | 26,000 |  |
| Finance Assistant   | 1-3                | Diploma               | 2,000  | 3,400  |  |
| Finance Controller  | 10-15              | Degree                | 8,500  | 18,000 |  |
| Finance Director                             | >15                | Degree                | 10,000 | 20,000 |  |
| Finance Executive/ Senior Finance Executive  | 2-5                | Degree                | 2,500  | 5,000  |  |
| Finance Manager/ Assistant Finance Manager   | 5-8                | Degree                | 5,000  | 10,000 |  |
| Financial Analyst/ Senior Financial Analyst  | 3-7                | Degree                | 4,300  | 6,800  |  |
| Regional Finance Manager  | 5-8                | Degree                | 6,300  | 12,500 |  |
| Senior Manager/ Manager, Financial Planning & Analysis  | 7-12               | Degree                | 7,400  | 12,000 |  |

# Accounting

| Salary Range (per month)<br>Unit: SGD   |                    |                 |        |        |  |
|---|--------------------|-----------------|--------|--------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>INTERNAL AUDIT</b>   |                    |                 |        |        |  |
| Audit Manager   | 5-8                | Degree          | 7,800  | 12,000 |  |
| Auditor   | 3-6                | Degree          | 4,400  | 7,000  |  |
| <b>TAXATION</b>   |                    |                 |        |        |  |
| Tax Associate   | 4-8                | Degree          | 4,500  | 6,000  |  |
| Tax Manager   | 8-12               | Degree          | 6,800  | 10,000 |  |
| Tax Director  | >15                | Degree          | 14,000 | 18,000 |  |
| <b>TREASURY</b>   |                    |                 |        |        |  |
| Senior Manager/ Manager Treasury  | 5-8                | Degree          | 7,900  | 13,500 |  |
| Treasury Analyst/ Senior Treasury Analyst   | 3-6                | Degree          | 4,600  | 7,800  |  |
| Treasury Executive/ Assistant  | 2-5                | Diploma/ Degree | 3,500  | 4,600  |  |
| Treasury Coordinator  | 1-3                | Diploma/ Degree | 2,400  | 2,800  |  |

# Customer Service

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The COVID-19 outbreak and lockdowns have helped businesses in Singapore realize how their digital business capabilities are falling short of expectations, especially when it comes to offering seamless customer service and experience. As such, more companies are zeroing in on improving customer experiences like never before.

In a digital era driven by remote work and play, addressing the gaps in digital customer experience (CX) has become crucial and an increasing priority for all businesses, in particular those with a strong focus on customer service.

The recent surge in online channels also means that customer expectations are rising, with the overall customer experience taking centre stage. 81% of Singaporeans have said that they are willing to spend more with a company that offers a good customer experience - the highest score in the Asia Pacific region.



# Customer Service

In addition, around 83% of Singaporeans also claimed that they would consider purchasing from competitors following a bad experience.

With a spike in customer activities via digital channels, companies have also been struggling to manage the uptick in support enquiries – with more than half of them citing support enquiries as one of the top challenges faced in customer service. To gain a competitive edge, businesses must figure out how to cater to this generation of digital users, and start investing in capabilities that can enable them to respond to the increasingly demanding customers swiftly.

Job seekers in this field should note that businesses will be on the lookout for skilled customer service representatives who can quickly grasp and meet the needs and motivations of customers, albeit online.

In Singapore and across the region, companies are also recognizing omnichannel solutions as a means to better engage customers and meet their changing demands. As businesses increasingly adopt unified, collaborative platforms to enable employees to work seamlessly across functions and geographies, it will be imperative for customer services professionals to upskill and adapt to continue delivering exceptional customer service remotely.



## TOP 10 In-demand Skills



Customer Support



Liaison



Interpersonal



Microsoft Office Suite



Time Management



Sales



Communication



Follow-up



General Administration



English Language

## Customer Service

|   |                    |                       |       |       | Salary Range (per month)<br>Unit: SGD |  |
|---|--------------------|-----------------------|-------|-------|---------------------------------------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION         | MIN   | MAX   |                                       |  |
| Call Centre Team Manager                                      | 3-5                | Degree                | 4,100 | 7,000 |                                       |  |
| Concierge/ Helpdesk Officer                                   | 1-2                | N/'O' Levels/ Diploma | 1,900 | 3,500 |                                       |  |
| Customer Care Consultant                                      | 1-5                | Diploma               | 1,950 | 3,600 |                                       |  |
| Customer Care Consultant (Foreign Speaking)                   | 1-5                | Diploma               | 2,800 | 5,100 |                                       |  |
| Customer Service Assistant/ Officer                           | 1-3                | N/'O' Levels/ Diploma | 1,900 | 3,150 |                                       |  |
| Senior Customer Service Executive/ Customer Service Executive | 1-3                | N/'O' Levels/ Diploma | 2,200 | 4,000 |                                       |  |
| Customer Service Manager                                      | 3-5                | Degree                | 4,100 | 6,500 |                                       |  |
| Customer Service Officer (Foreign Speaking)                   | 1-3                | Diploma               | 2,800 | 3,800 |                                       |  |
| Guest Relation Officer  | 1-2                | N/'O' Levels/ Diploma | 2,100 | 3,500 |                                       |  |
| Telesales Executive   | 1-3                | N/'O' Levels/ Diploma | 1,900 | 2,400 |                                       |  |
| Telesales Officer   | 1-3                | N/'O' Levels/ Diploma | 2,000 | 2,300 |                                       |  |

# Human Resources

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Over the past year, the role of the Human Resources (HR) professional has undoubtedly taken on greater importance amid the accelerated business transformation among many organizations. With the unpredictable lockdowns and evolving COVID-19 situation in Singapore, HR professionals have had to adapt and respond quickly to adhere to fast-changing workspace measures and restrictions while ensuring employee wellbeing and professional needs are looked after, even as they work from home.

With a wide pool of research indicating that most employees in Asia now prefer a hybrid work model, with 2-3 days of working from home every week, HR professionals also need to start planning for the future of work and unpack what that means for employee productivity and wellbeing. This includes rethinking workforce and employee planning, performance management, and employee engagement strategies.



# Human Resources

With companies inevitably defaulting to fully or hybrid remote work arrangements during this period, working from home has begun to blur the lines between people's work and family lives. Digital work intensity is also on the rise during the COVID-19 outbreak, causing employees in Singapore, who may experience little to no face-to-face interactions with colleagues, to feel more burnt out compared with their global counterparts globally.

Employees in Singapore are also struggling with a lack of learning and development sessions (including training for virtual tools), support for mental health well-being, team engagement initiatives, as well as outdated remote work policies and guidelines.

HR teams must proactively manage employees' concerns, and help them realize both their professional and personal roles effectively to enable their company's success in the COVID and post-COVID worlds. To do so, HR will need to start redesigning their own roles and strengthening crucial skill sets, such as building an agile mindset and gaining change management skills, to take the lead in facilitating organizational changes and meet employees' evolving expectations.

A study commissioned by the Ministry of Manpower and the Institute for Human Resource Professionals (IHRP) has also found that some roles performed by HR managers

- especially those that are administrative in nature - are at risk of being impacted or replaced by technology in the next three to five years. Only three jobs will be minimally affected by technology and automation - the head of talent management, HR business partner and manager of organization development.

Therefore, when HR professionals pivot away from administrative tasks amidst the pandemic to focus on redesigning their roles and building their skill sets in areas such as Talent Recruitment, Talent Management and Business Process Outsourcing, they are empowered to not only better manage employee wellbeing and concerns, but also reduce their risk of being adversely impacted by technology advancements.

All in all, despite some of these findings, HR Generalists and HR Managers are expected to continue to be high in demand this year. Demand of new and highly specialized roles, such as that of the HR data analyst, will continue to be on the rise.

The government is also urging businesses and HR leaders to invest in improving HR productivity by adopting technology and supporting skills development. To prepare for the digital transformation of the industry, HR professionals will also need to take ownership of their own skills development and adopt a growth mindset in embracing digitalization.

## TOP 10 In-demand Skills



Human Resource



Market Environment



Interpersonal



Payroll



Talent Recruitment



Talent Management



Communication



Banking



Business Process Outsourcing (BPO)



Business Finance

# Human Resources

| Salary Range (per month)<br>Unit: SGD   |                    |                 |        |        |  |
|---|--------------------|-----------------|--------|--------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>COMPENSATION &amp; BENEFITS</b>  |                    |                 |        |        |  |
| C&B Manager/ Assistant Manager  | 5-10               | Degree          | 5,000  | 10,000 |  |
| C&B Senior Executive/ Executive   | 1-4                | Diploma/ Degree | 2,700  | 4,200  |  |
| Recognition Program Specialist  | 2-5                | Diploma/ Degree | 2,900  | 4,000  |  |
| <b>HUMAN RESOURCES</b>  |                    |                 |        |        |  |
| HR Assistant/ Officer   | 1-4                | Diploma/ Degree | 2,000  | 3,300  |  |
| HR Associate  | 2-5                | Diploma/ Degree | 3,100  | 4,300  |  |
| HR Business Partner   | 3-7                | Degree          | 4,300  | 11,500 |  |
| HR Director/ Assistant Director   | >10                | Degree/ Master  | 8,000  | 15,000 |  |
| HR Generalist/ Specialist      | 2-5                | Diploma/ Degree | 2,700  | 5,500  |  |
| HR Manager/ Assistant Manager  | 3-7                | Diploma/ Degree | 4,100  | 8,500  |  |
| HR Senior Executive/ Executive  | 1-4                | Diploma/ Degree | 2,600  | 6,000  |  |
| Regional HR Director  | >10                | Degree          | 10,000 | 18,000 |  |
| Regional HR Senior Executive/ Executive   | 3-5                | Diploma/ Degree | 3,000  | 6,000  |  |
| Regional HR Assistant Manager/ Manager  | 5-10               | Degree          | 4,800  | 10,000 |  |
| Senior Employee Relations Consultant  | 5-10               | Degree          | 8,500  | 11,000 |  |

# Human Resources

|  |                    |                 |       |       | Salary Range (per month)<br>Unit: SGD |  |
|--|--------------------|-----------------|-------|-------|---------------------------------------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX   |                                       |  |
| <b>TRAINING &amp; DEVELOPMENT</b>                  |                    |                 |       |       |                                       |  |
| Manager/ Assistant Manager, Learning & Development | 4-7                | Degree          | 4,800 | 7,800 |                                       |  |
| Learning & Development Senior Executive/ Executive | 3-5                | Diploma/ Degree | 3,000 | 5,500 |                                       |  |
| Learning & Development Administrator               | 1-2                | Diploma/ Degree | 2,500 | 3,250 |                                       |  |
| Training Coordinator                               | 2-3                | Diploma/ Degree | 3,000 | 3,500 |                                       |  |
| Training Manager/ Assistant Manager                | 3-7                | Degree          | 3,800 | 6,600 |                                       |  |
| Trainer  | 3-5                | Degree          | 3,200 | 6,000 |                                       |  |
| Talent Management Manager                          | 5-7                | Degree/ Master  | 5,000 | 7,000 |                                       |  |
| <b>TALENT ACQUISITION/RECRUITMENT</b>              |                    |                 |       |       |                                       |  |
| Recruiter/ Senior Recruiter                        | 2-10               | Diploma/Degree  | 3,500 | 8,800 |                                       |  |
| Recruitment Executive                              | 1-4                | Diploma/Degree  | 2,800 | 4,000 |                                       |  |
| Specialist (Recruitment & Engagement)              | 2-4                | Diploma/Degree  | 3,500 | 4,800 |                                       |  |
| Talent Acquisition Lead                            | 3-5                | Diploma/Degree  | 4,300 | 7,500 |                                       |  |
| Manager, Talent Acquisition                        | 3-5                | Degree          | 4,500 | 8,000 |                                       |  |

# Office Support

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The function of office support professionals cannot be undermined as they are responsible for keeping an organization's operations smooth on a daily basis. From scheduling meetings and organizing data bases, to implementing and maintaining office administrative systems and procedures, office support and administrative staff undertake a wide variety of tasks; their work serving as a foundational pillar in ensuring operational continuity in the office.

As companies default to work from home or hybrid work arrangements during this period, the conventional role of the office support staff has changed drastically.

The rapid transition from providing support in a physical space to a virtual one means that administrative staff are required to become office technology experts.



# Office Support

In workplaces which are fully operating remotely, office managers and administrative staff may be expected to take on new scopes such as setting up online communication channels, ensure smooth communications between employees, training colleagues to use new software, and even scheduling regular virtual meetings to keep employees updated on the organization's latest updates.

New opportunities will also be created for tech-savvy support talent through automation. As firms invest in digitalization and AI tools to streamline their work

processes, administrative professionals skilled in managing these tools will find themselves highly employable.

With a physically distanced team, it is crucial that administrative staff learn how to work independently while honing their soft skills to communicate effectively to different internal stakeholders online. As the main points of contact for all employees, and go-to problem solvers, office support staff with strong analytical thinking and communication skills will stand out and play critical roles in empowering successful collaboration across teams.



## TOP 10 In-demand Skills



Human Resource Management



Regulatory Compliance



Human Resource Policy



Analytical Thinking



Communication



Time Management



Interpersonal



SOPs/Best Practices



Coordination



Contract Management

## Office Support

|  |                    |                        |       |       | Salary Range (per month)<br>Unit: SGD |  |
|--|--------------------|------------------------|-------|-------|---------------------------------------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION          | MIN   | MAX   |                                       |  |
| Admin Executive (Foreign Speaking)   | 1-3                | Diploma                | 2,200 | 4,500 |                                       |  |
| Administrative Assistant/ Coordinator  | 1-5                | N'/'O' Levels          | 1,700 | 4,300 |                                       |  |
| Administrative Executive   | 1-3                | Diploma                | 1,900 | 3,000 |                                       |  |
| Business Coordinator   | 1-4                | Diploma/ Degree        | 2,200 | 3,400 |                                       |  |
| Data Entry   | 1-3                | N'/'O' Levels          | 1,500 | 2,000 |                                       |  |
| Driver   | 1-5                | N'/'O' Levels          | 1,900 | 3,700 |                                       |  |
| Executive Secretary/ PA  | 3-7                | N'/'O' Levels/ Diploma | 2,000 | 6,100 |                                       |  |
| Facilities Coordinator/ Executive  | 1-5                | Diploma/ Degree        | 2,800 | 4,500 |                                       |  |
| Librarian  | 1-5                | N'/'O' Levels          | 2,500 | 4,500 |                                       |  |
| Mailroom Officer   | 1-5                | N'/'O' Levels          | 1,400 | 2,500 |                                       |  |
| Office Administrator/ Assistant  | 1-5                | N'/'O' Levels/ Diploma | 2,200 | 4,400 |                                       |  |
| Office Manager  | 3-8                | Diploma/ Degree        | 4,200 | 9,200 |                                       |  |
| Receptionist   | 1-5                | N'/'O' Levels          | 2,000 | 4,200 |                                       |  |
| Secretary  | 1-5                | N'/'O' Levels/ Diploma | 2,600 | 5,600 |                                       |  |
| Lease Administration Executive   | 1-3                | N'/'O' Levels/ Diploma | 2,400 | 3,200 |                                       |  |

# Procurement, Supply Chain & Logistics

The COVID-19 outbreak has caused an uneven impact on the logistics sector. While companies providing e-commerce and last-mile fulfilment services, or serving critical sectors such as healthcare, have experienced burgeoning demand, industry players serving hard-hit sectors such as aviation and aerospace have been adversely affected.

On the whole, however, the logistics sector continues to be a key pillar of Singapore's economy, and contributed \$6.8 billion or 1.4% of Singapore's GDP in 2019. The sector employed over 86,000 workers across 5,300 organizations last year, and its workforce is expected to continue to scale, with Singapore's largest logistics players planning to create 1,500 new jobs over the next five years.



# Procurement, Supply Chain & Logistics

By maintaining open trade lines even as global supply chains were disrupted, Singapore has also enhanced its reputation as an international logistics hub. Moving forward, the country's logistics sector could be a bright spot for the economy, as the sector is expected to benefit from investment inflows that would create quality job opportunities.

This sector is also exceptionally unique when it comes to driving inclusive career opportunities, as employers in the Procurement, Supply Chain & Logistics sector have been noted to look beyond qualifications when hiring, and are more welcoming towards mid-career switchers.

In a bid to strengthen the sector's growth momentum, Enterprise Singapore (ESG) and the Infocomm Media Development Authority (IMDA) have also refreshed the Logistics Industry Digital Plan (IDP) to provide a clearer digital roadmap for businesses in the sector. Two digital roadmaps have laid out digital solutions for SMEs at different stages of growth, and offer a corresponding training pathway for workers and young or mid-career professionals keen to join the sector. The roadmap further identifies digital skills that are becoming increasingly relevant as existing jobs are redesigned, or new job functions emerge as SMEs progressively transform.

Retraining and reskilling are expected to be top priorities for logistics companies over the next few years. As companies deploy increased automation and make investments in AI and ML, efforts must be made to enable workers to leverage digital technologies, and adapt to changing company strategies and ways of working such as virtual collaboration.

Besides digital skill sets, job seekers who are experienced in Regulatory Compliance, Procurement, Project Management and Budget Management will have an edge over their competition. Workers across different industry segments, such as Logistics Executives and Warehouse Officers (Logistics/Warehouse), Operations Executives and Shipping Administrators (Operations/Shipping), Procurement Executives and Buyers (Procurement/Purchasing), and Supply Chain Executives and Coordinators (Supply Chain), will be in high demand in the coming year.

## TOP 10 In-demand Skills



Supply Chain and Logistics



Time Management



Project Management



Budget Management



Coordination



Procurement



Regulatory Compliance



Strategic Thinking



Communication



Leadership

# Procurement, Supply Chain & Logistics

| Salary Range (per month)<br>Unit: SGD  |                    |                            |        |        |  |
|--|--------------------|----------------------------|--------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION              | MIN    | MAX    |  |
| <strong>LOGISTICS/ WAREHOUSE</strong>  |                    |                            |        |        |  |
| Director/ Assistant Director, Logistics  | 10-16              | Degree                     | 11,000 | 18,000 |  |
| Forklift Driver                           | 1-5                | N'/ 'O' Levels             | 1,350  | 2,300  |  |
| Logistics Assistant/ Coordinator          | 1-3                | Diploma                    | 1,400  | 3,400  |  |
| Manager/ Assistant Manager, Logistics  | 5-8                | Degree                     | 4,500  | 8,000  |  |
| Packer   | 1-5                | N'/ 'O' Levels             | 1,000  | 1,500  |  |
| Senior Logistics Executive/ Executive     | 1-5                | A' Levels/ Diploma/ Degree | 2,000  | 5,500  |  |
| Store Manager  | 2-5                | Diploma                    | 3,000  | 4,000  |  |
| Store Specialist/ Associate  | 1-2                | N'/ 'O' Levels             | 2,000  | 2,400  |  |
| Storekeeper  | 1-3                | N'/ 'O' Levels             | 1,600  | 2,400  |  |
| Warehouse Assistant                       | 1-2                | N'/ 'O' Levels             | 1,400  | 2,300  |  |
| Warehouse Manager  | 3-8                | Diploma/ Degree            | 2,500  | 5,700  |  |
| Warehouse Officer                        | 2-3                | Diploma                    | 1,900  | 2,200  |  |
| Warehouse Supervisor   | 3-5                | Diploma/ Degree            | 2,350  | 4,500  |  |
| <strong>OPERATIONS/ SHIPPING</strong>  |                    |                            |        |        |  |
| Documentation Coordinator  | 2-5                | N'/ 'O' Levels             | 2,200  | 3,800  |  |
| Fleet Management Specialist  | 2-5                | N'/'O' Levels/ Diploma     | 3,100  | 3,500  |  |
| Operations Assistant/ Officer           | 1-3                | N'/'O' Levels/ Diploma     | 2,600  | 3,600  |  |
| Operations Manager   | 3-7                | Degree                     | 4,800  | 8,000  |  |
| Senior Operations Executive/ Executive  | 3-5                | Diploma                    | 2,600  | 5,500  |  |
| Shipping Administrator/ Coordinator     | 1-3                | N'/'O' Levels/ Diploma     | 2,500  | 3,400  |  |

# Procurement, Supply Chain & Logistics

| Salary Range (per month)<br>Unit: SGD    |                    |                        |       |       |  |
|--|--------------------|------------------------|-------|-------|--|
| JOB TITLES                               | EXPERIENCE (YEARS) | QUALIFICATION          | MIN   | MAX   |  |
| <b>PROCUREMENT/ PURCHASING</b>           |                    |                        |       |       |  |
| Export Executive                         | 1-4                | Diploma                | 2,100 | 3,400 |  |
| Junior/ Assistant Buyer                  | 1-3                | Diploma/ Degree        | 2,300 | 3,000 |  |
| Senior Purchasing Executive/ Executive   | 3-5                | Diploma/ Degree        | 2,600 | 5,100 |  |
| Procurement Executive                    | 2-5                | Diploma/ Degree        | 2,800 | 4,200 |  |
| Procurement Manager                      | 6-8                | Degree                 | 4,500 | 6,000 |  |
| Export Manager/ Assistant Manager        | 3-5                | Diploma/ Degree        | 4,300 | 5,600 |  |
| Senior Buyer/ Buyer                      | 4-6                | Diploma/ Degree        | 4,400 | 6,500 |  |
| <b>SUPPLY CHAIN</b>                      |                    |                        |       |       |  |
| Customer Service Officer/ Representative | 1-3                | N'/'O' Levels/ Diploma | 2,000 | 3,500 |  |
| Order Entry Support/ Analyst             | 1-3                | N'/'O' Levels/ Diploma | 2,400 | 2,900 |  |
| Planner                                  | 3-5                | Diploma/ Degree        | 3,700 | 7,600 |  |
| Quality Assurance Inspector              | 1-3                | N'/'O' Levels/ Diploma | 2,000 | 3,500 |  |
| Senior Supply Chain Executive/ Executive | 1-5                | Diploma/ Degree        | 2,200 | 4,600 |  |
| Specialist Manufacturing                 | 2-5                | Degree                 | 3,500 | 4,500 |  |
| Supply Chain Coordinator                 | 1-3                | Diploma                | 2,300 | 3,200 |  |
| Supply Chain Manager/ Assistant Manager  | 5-10               | Diploma/ Degree        | 5,000 | 8,500 |  |

# Sales & Marketing

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Southeast Asia has embarked on an unprecedented and accelerated rate of digital transformation. With brick-and-mortar businesses disrupted by lockdowns, e-commerce sales surged to US\$62 billion in 2020, up from US\$38 billion in 2019, and the sector is now expected to grow to US\$172 billion by 2025. All in all, the region's Internet economy is on track to exceed US\$300 billion by then.

In the years ahead, we can expect a surge in international trade collaboration as businesses expand across geographies to tap into new market segments. However, businesses seeking to grow their footprint in the region will need to re-assess their technology capabilities in order to effectively connect with their customers online, overcome physical boundaries across borders, and respond quickly to market changes.



# Sales & Marketing

As more companies accelerate their digital transformation to capitalize on rising e-commerce opportunities, digital marketing has become imperative for businesses. Consumers are connecting and shopping online now more than ever, and companies will increasingly look to digital and social media savvy marketing professionals, including Digital Marketing Managers and Specialists, to capture digital opportunities and enable their business growth.

Communications Specialists and Corporate Communications Managers will also play critical roles in building and maintaining brand relationships and communications with consumers in the COVID and post-COVID era.



In a bid to build up Singapore's digital capabilities, the government has also launched a slew of initiatives in partnership with leading tech companies to train small businesses and drive upskilling in in-demand areas such as Digital Marketing and Social Media – providing ample opportunities for fresh graduates and mid-career professionals alike to advance their careers in the field.

Given that the digital landscape is constantly in flux, with disruptions caused by the emergence of new trends, platforms and developments, new and seasoned professionals alike will be expected to continuously renew their knowledge and refine their skillsets to stay at the top of their game.

## TOP 10 In-demand Skills



Marketing



Digital Marketing



Social Media



Social Media  
(Facebook)



Content Generation



Creative Thinking



Search Engine  
Optimization (SEO)



Customer  
Support



Communication

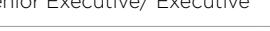


Sales

# Sales & Marketing

| Salary Range (per month)<br>Unit: SGD  |                    |                 |       |        |  |
|--|--------------------|-----------------|-------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX    |  |
| <strong>CREATIVE</strong>  |                    |                 |       |        |  |
| CAD Designer   | 2-5                | Diploma/Degree  | 3,500 | 4,800  |  |
| Creative Director  | 6-9                | Degree          | 9,000 | 12,000 |  |
| Creative Executive   | 1-3                | Diploma/Degree  | 2,600 | 3,000  |  |
| Creative Manager   | 4-7                | Degree          | 6,000 | 9,000  |  |
| Graphics Designer  | 2-5                | Diploma/Degree  | 2,450 | 6,000  |  |
| Senior Design Consultant   | 4-6                | Diploma/Degree  | 4,200 | 5,900  |  |
| <strong>EVENTS</strong>  |                    |                 |       |        |  |
| Events Executive   | 1-3                | Diploma/Degree  | 2,100 | 2,600  |  |
| Events Manager   | 3-6                | Degree          | 3,000 | 4,150  |  |
| <strong>MARKETING</strong>   |                    |                 |       |        |  |
| Brand Executive  | 1-3                | Diploma/ Degree | 2,500 | 4,200  |  |
| Brand Manager/ Assistant Manager   | 5-7                | Degree          | 4,000 | 6,200  |  |
| Campaign Manager              | 4-6                | Degree          | 3,800 | 6,200  |  |
| Digital Marketing Executive   | 1-5                | Degree          | 2,600 | 4,700  |  |
| Digital Marketing Manager     | 3-7                | Degree          | 6,000 | 11,000 |  |
| Digital Marketing Specialist  | 3-5                | Degree          | 4,500 | 6,000  |  |
| E-Commerce Executive   | 1-3                | Degree          | 4,000 | 5,000  |  |
| Market Data Analyst  | 3-6                | Diploma/ Degree | 3,300 | 5,700  |  |
| Market Research Associate  | 2-5                | Degree          | 2,500 | 4,600  |  |
| Market Research Manager  | 5-9                | Degree          | 6,000 | 8,300  |  |
| Marketing Assistant/ Coordinator/ Officer  | 1-3                | Diploma         | 2,100 | 3,000  |  |

# Sales & Marketing

| Salary Range (per month)<br>Unit: SGD  |                    |                 |        |        |  |
|--|--------------------|-----------------|--------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>MARKETING</b>   |                    |                 |        |        |  |
| Marketing Manager/ Assistant Manager   | 4-6                | Diploma/ Degree | 4,500  | 6,300  |  |
| Regional Marketing Director  | >10                | Degree/ Masters | 13,000 | 18,000 |  |
| Regional Marketing Executive   | 4-5                | Degree          | 3,600  | 4,800  |  |
| Regional Marketing Manager   | 6-10               | Degree          | 8,300  | 10,000 |  |
| SEM & SEO Strategist   | 3-5                | Degree          | 3,500  | 5,000  |  |
| Senior Marketing Executive/ Executive  | 1-7                | Diploma/ Degree | 2,300  | 6,700  |  |
| Senior Marketing Manager   | 5-7                | Diploma/ Degree | 6,300  | 8,700  |  |
| <b>PROJECT MANAGEMENT</b>  |                    |                 |        |        |  |
| Project Administrator  | 1-2                | Diploma/ Degree | 2,000  | 2,500  |  |
| Project Manager/ Assistant Manager   | 3-5                | Degree          | 4,000  | 7,300  |  |
| Project Specialist   | 2-4                | Diploma/ Degree | 2,800  | 5,000  |  |
| <b>PUBLIC RELATIONS &amp; COMMUNICATIONS</b>   |                    |                 |        |        |  |
| Communications Specialist                             | 3-5                | Degree          | 3,500  | 4,600  |  |
| Copywriter   | 3-5                | Diploma/ Degree | 3,500  | 4,300  |  |
| Corporate Communications Manager/ Assistant Manager   | 3-5                | Degree          | 5,000  | 6,000  |  |
| Corporate Communications Senior Executive/ Executive  | 1-3                | Diploma/ Degree | 2,500  | 4,800  |  |
| Director of Corporate Communications   | >10                | Degree/ Masters | 11,000 | 15,000 |  |
| Manager/ Assistant Manager, Communications & Engagement  | 4-7                | Degree          | 4,500  | 6,800  |  |
| Public Relations Manager/ Assistant Manager  | 3-5                | Degree          | 4,800  | 7,000  |  |
| Public Relations Senior Executive/ Executive   | 2-3                | Diploma/ Degree | 3,000  | 4,200  |  |

# Sales & Marketing

| Salary Range (per month)<br>Unit: SGD  |                    |                        |        |        |  |
|--|--------------------|------------------------|--------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION          | MIN    | MAX    |  |
| <b>RETAIL</b>  |                    |                        |        |        |  |
| Merchandiser   | 1-5                | N'/'O' Levels/ Diploma | 1,800  | 2,600  |  |
| Retail Sales Associate/ Assistant  | 1-5                | N'/'O' Levels          | 1,600  | 2,800  |  |
| Sales Territory Manager  | 5-8                | Diploma/ Degree        | 4,500  | 7,500  |  |
| <b>SALES &amp; BUSINESS DEVELOPMENT</b>  |                    |                        |        |        |  |
| Account Manager  | 3-5                | Diploma/ Degree        | 3,200  | 6,500  |  |
| Corporate Sales Manger/ Assistant Manager  | 2-3                | Diploma/ Degree        | 3,700  | 5,700  |  |
| General Manager/ Head of Sales/ Business Development Head  | >12                | Degree                 | 14,000 | 19,500 |  |
| Regional Sales/ Business Development Director  | 8-12               | Degree                 | 12,000 | 14,000 |  |
| Regional Sales/ Business Development Manager   | 6-10               | Degree                 | 7,000  | 12,000 |  |
| Sales Officer  | 1-3                | N'/'O' Levels/ Diploma | 2,100  | 3,500  |  |
| Sales/ Business Development Director   | 8-12               | Degree                 | 8,000  | 13,300 |  |
| Sales/ Business Development Executive  | 3-5                | Diploma/ Degree        | 2,800  | 5,500  |  |
| Sales/ Business Development Manager  | 6-10               | Degree                 | 6,000  | 10,000 |  |
| Sales/ Business Development Manager (Foreign Speaking)   | 3-5                | Degree                 | 6,500  | 10,000 |  |
| Senior Sales Coordinator/ Coordinator  | 1-3                | Diploma/ Degree        | 2,100  | 3,500  |  |
| Senior Sales Executive/ Executive  | 2-3                | Diploma/ Degree        | 2,300  | 4,700  |  |

*Salaries*

# BY INDUSTRIES

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# Banking & Finance

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Singapore's banking landscape is set to change significantly in 2022, when the country's new digital banks launch. In a highly anticipated move, the Monetary Authority of Singapore (MAS) announced in December 2020 that they will be awarding digital banking licences to four industry players, after COVID-19 caused delays in the selection process.

The entrance of these new digital banking players in the coming year may potentially disrupt the banking landscape by posing greater competition to the existing banks in Singapore.

In the lead-up to the launch of these new digital banks, these financial institutions are actively hiring, with even more positions expected to open up as they turn full-functioning.



# Banking & Finance

These newly created roles include leadership and managerial positions, as well as jobs across business units such as sales and marketing, business development, compliance and human resources.

However, traditional retail banks are not resting on their laurels either, as they are stepping up their digital capabilities. COVID-19 has brought about changes in customer expectations, which have made it imperative for banks to start exploring and extending their digital capabilities across their financial services and products.

With banks offering a wider suite of digital services, physical branches will need to reassess their services as well. Physical retail banks will have to offer higher value services and provide customers with the personal touch and experience that they desire.

This year, several major industry players have begun growing their workforce with staff who are specialized in digital, engineering and tech skills, while simultaneously deepening their investments in technology.

It is estimated that about 6,500 new financial sector jobs will be created in 2021, half of which will be in technology and consumer banking.

Some of the highly sought after roles this year include positions for Internal Auditor, Head of Legal and Compliance, Credit Analyst, and Investor Relations.

By deepening their skillsets in Financial Statement Analysis, Financial Accounting and Financial Reporting, job seekers will be able to effectively capitalize on emerging opportunities.

While technology jobs are poised to continue leading hiring demand in the banking sector this year, there might be a large mismatch between the demand and supply of technology workers, which may pose hiring challenges for employers. At the same time, this hiring gap bodes well for Singaporean mid-career workers with relevant but limited experience, who are looking to break into the field as opportunities are ripe for the taking.

Besides tech-related skill sets, professionals who are able to converse in business-level Mandarin Chinese are also viewed favourably by companies.

With Chinese firms expanding their operations and investing in Singapore, there is a stronger demand for Mandarin skills as more jobs require workers to regularly communicate with Chinese clients and colleagues.

Furthermore, in response to the constantly evolving COVID-19 situation, companies are also keeping a lookout for talents with skill sets encompassing process improvement management, strategic planning, problem solving and risk management to manage the variety of challenges that the pandemic has posed.

## TOP 10 In-demand Skills



Financial Accounting



Financial Statement Analysis



Communication



Analytical Thinking



Financial Reporting



Accountancy



Goods and Services Tax (GST)



Investment



Business Finance



Time Management

| Salary Range (per month)<br>Unit: SGD                        |                    |                 |        |        |  |
|--|--------------------|-----------------|--------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>COMPLIANCE</b>  |                    |                 |        |        |  |
| Head of Legal & Compliance                                   | 15-20              | Degree/ Master  | 18,000 | 25,000 |  |
| VP- Regulatory/ FCC/Sanctions- Compliance                    | 10-15              | Degree/ Master  | 10,000 | 15,000 |  |
| Senior Officer / AVP Compliance                              | 3-7                | Diploma/ Degree | 5,000  | 8,500  |  |
| Analyst (AML- CFT/ KYC/CDD)                                  | 2-5                | Diploma/ Degree | 3,000  | 4,500  |  |
| IPO Listing Policy - AVP/VP                                  | 6-10               | Degree          | 7,000  | 10,000 |  |
| Regulatory Policy  | 6-8                | Degree          | 6,000  | 10,000 |  |
| AVP/VP Surveillance - Securities Trading/ Derivative Trading | 6-8                | Degree          | 7,000  | 9,000  |  |
| AVP, Regulatory Development & Policy                         | 6-8                | Degree          | 7,000  | 10,000 |  |
| <b>FINANCE</b>   |                    |                 |        |        |  |
| Chief Financial Officer                                      | >15                | Degree/ Master  | 19,000 | 24,000 |  |
| Associate Financial Analyst                                  | 2-3                | Degree          | 4,000  | 5,600  |  |
| Business Analyst   | 5-8                | Degree          | 5,500  | 8,800  |  |
| VP/SVP - Regulatory Reporting (MAS)                          | 8-15               | Degree          | 9,000  | 14,000 |  |
| AVP ( Regulatory Reporting/Financial Control)                | 5-7                | Degree          | 6,000  | 8,000  |  |
| Internal Auditor   | >15                | Degree          | 15,500 | 20,000 |  |
| Financial Analyst  | 5-8                | Degree          | 5,500  | 8,100  |  |

| Salary Range (per month)<br>Unit: SGD  |                    |                 |        |        |  |
|--|--------------------|-----------------|--------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>INSURANCE</b>   |                    |                 |        |        |  |
| Claims Executive/ Senior Executive/ Assistant Manager  | 3-8                | Degree          | 3,500  | 6,500  |  |
| Underwriter  | 4-7                | Degree          | 5,200  | 7,500  |  |
| Account Management/ Business Development               | 3-7                | Degree          | 3,500  | 7,000  |  |
| Actuarial  | 2-6                | Degree          | 3,500  | 6,500  |  |
| Policy Administration  | 1-3                | Diploma         | 2,200  | 2,800  |  |
| Loss Adjustor  | 3-6                | Degree          | 4,000  | 6,000  |  |
| <b>OPERATIONS</b>  |                    |                 |        |        |  |
| Bank Teller/ Service Executive   | 2-4                | Diploma         | 2,200  | 3,500  |  |
| Bank Clerk   | 1-3                | Diploma/ Degree | 2,000  | 3,000  |  |
| Branch Manager   | 6-8                | Degree          | 6,000  | 7,900  |  |
| AVP/VP Loans Operation   | 5-10               | Diploma/Degree  | 6,000  | 10,000 |  |
| AVP/VP Settlement Operations   | 5-10               | Degree          | 6,000  | 10,000 |  |
| AVP/VP Trade Operations  | 6-12               | Degree          | 6,500  | 12,000 |  |
| <b>RISK</b>  |                    |                 |        |        |  |
| Credit Analyst                                       | 2-4                | Diploma/ Degree | 3,500  | 5,500  |  |
| Credit Control Assistant/ Officer  | 1-3                | Diploma/ Degree | 2,500  | 4,200  |  |
| Risk Analyst (Market/Liquidity Risk)   | 4-7                | Diploma/ Degree | 5,500  | 9,000  |  |
| Senior Manager/ Manager  | 4-7                | Degree/ Master  | 6,500  | 10,500 |  |
| Vice President   | 8-10               | Degree/ Master  | 11,000 | 17,000 |  |
| Risk Senior Executive/ Executive   | 2-4                | Degree          | 2,700  | 4,000  |  |

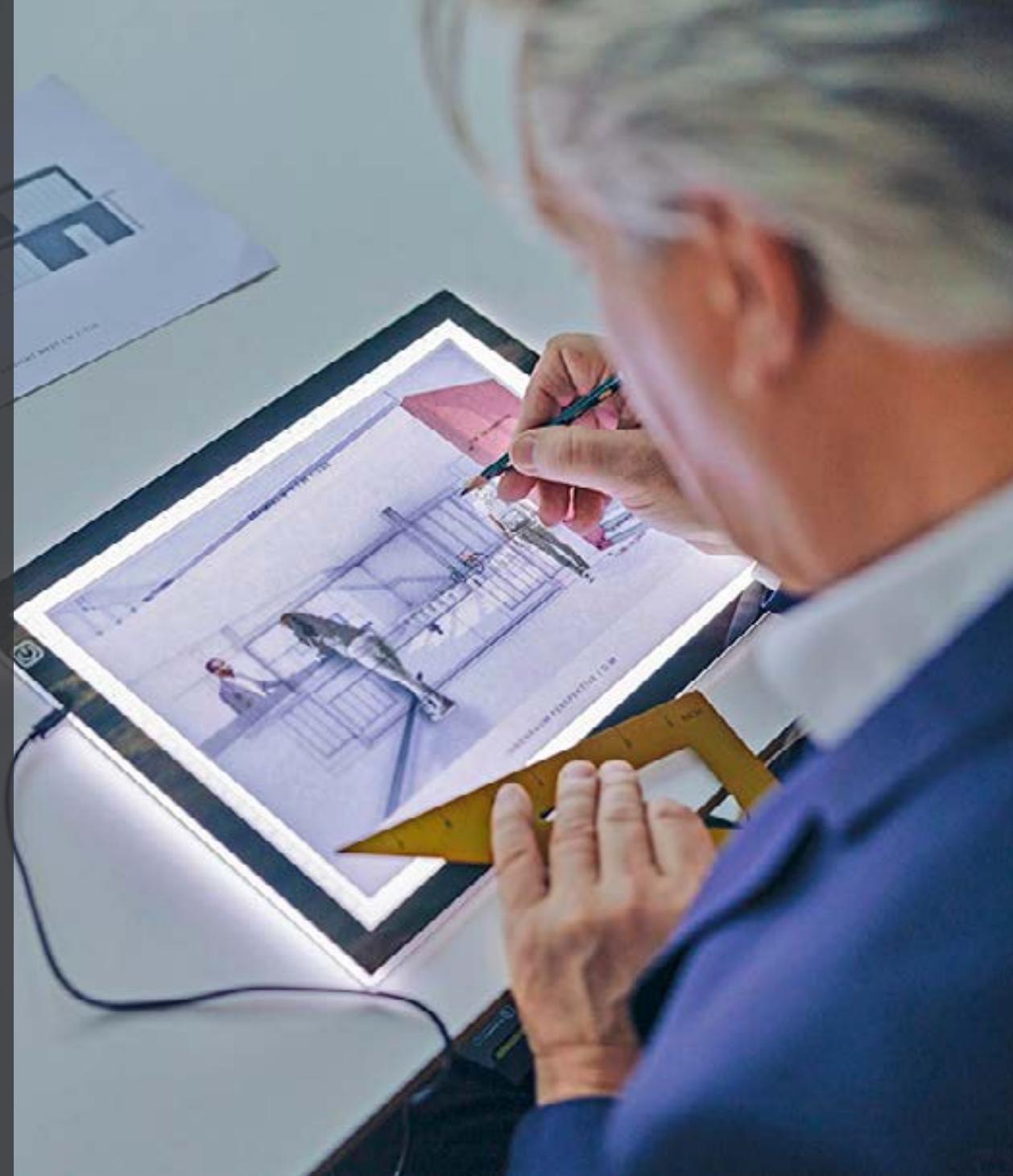
| Salary Range (per month)<br>Unit: SGD  |                    |                 |        |        |  |
|--|--------------------|-----------------|--------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>SALES</b>   |                    |                 |        |        |  |
| Bancassurance  | 1-5                | Diploma/ Degree | 2,100  | 4,500  |  |
| Client Relationship Manager  | 2-8                | Degree          | 3,000  | 7,400  |  |
| Corporate Relationship Manager   | 5-9                | Degree/ Master  | 6,000  | 10,000 |  |
| Client Relationship Officer  | 2-4                | Diploma/ Degree | 1,850  | 3,400  |  |
| Investor Relations  | 8-12               | Degree          | 8,000  | 12,000 |  |
| Portfolio Manager   | 8-10               | Degree          | 8,500  | 15,000 |  |
| Trader              | 8-10               | Degree          | 10,000 | 18,000 |  |

# Engineering & Technical

In the first quarter of 2021, the manufacturing sector registered a 10.7% year on year growth, which demonstrates that the industry remains a strong engine for Singapore's growth. Through the past year, the biomedical manufacturing and electronics sub-sectors have shown significant growth, and they continue to expand and hire.

Additionally, firms in the electronics sub-sector are focusing on higher-value manufacturing activities by digitalizing and transforming by tapping on technological tools such as AI, robotics and automation, to help them to increase their production capacity to meet demand for electronics components.

The marine and offshore sector, which employs nearly 77,000 workers have seen their output contract as a result of the pandemic.



# Engineering & Technical

As such, companies in the sector are pivoting to new growth areas to capture opportunities. While they undergo digitalization and business transformation, they are likely to hire for new job roles in areas such as automation and data analytics.

As Singapore moves towards high-value manufacturing, a strong base of local manufacturers with home-grown expertise and knowledge is necessary to help build a resilient growth sector. There will also be growing demand for workers who possess skill sets including Documentation, Maintenance Management, and Quality Audit Management.

Although the manufacturing sector requires higher skilled manpower, candidates keen on joining the industry can tap on a range of government initiatives, such as traineeships and place-and-train programmes, to equip themselves and smoothen the transition as they switch careers.

Besides formal education, a new pathway has also been introduced to promote skills-based career progression in the engineering community.

With the launch of the Chartered Engineering Technologist and Technician Certification Scheme in January 2021, technologists and technicians are now

able to gain greater recognition for their skills and work experience which will help them to progress and chart their careers, which is independent of their educational background.

Meanwhile, the construction sector is experiencing acute manpower shortage due to travel restrictions as precautionary measures against COVID-19, which has created challenges for companies.

Despite adopting advanced technological tools, machines are unable to fully replace skilled human labour, which remains essential for specific roles such as electricians and air-conditioning assistants.

At the same time, environmental sustainability is another key focus which has been spotlighted by technology. The construction industry has benefited from digitalization and is increasingly adopting advanced technologies to integrate work processes for emerging areas such as design for maintainability, design for manufacturing and assembly, and green building and sustainability. With these new emerging areas, project planning and design from start to finish is becoming more seamless.

## TOP 10 In-demand Skills



Maintenance Management



Troubleshooting



Documentation



Liaison



Coordination



Repair and Maintenance



Communication



Manufacturing



Regulatory Compliance



Quality Audit Management

# Engineering & Technical

| Salary Range (per month)<br>Unit: SGD   |                    |                 |       |        |  |
|---|--------------------|-----------------|-------|--------|--|
| JOB TITLES                              | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX    |  |
| <b>ADMINISTRATION &amp; SUPPORT</b>     |                    |                 |       |        |  |
| Executive, Customer Relations           | 1-3                | Diploma         | 3,100 | 4,000  |  |
| Technical Executive                     | 4-6                | Diploma/ Degree | 3,500 | 5,600  |  |
| Technical Officer                       | 2-3                | Diploma         | 2,900 | 3,200  |  |
| Technical Sales Engineer                | 4-5                | Diploma/ Degree | 3,000 | 5,500  |  |
| Technical Services Manager              | 4-6                | Diploma         | 6,400 | 9,300  |  |
| Technical Support Engineer              | 1-3                | Diploma         | 3,600 | 5,000  |  |
| <b>CONSTRUCTION/PROJECT MANAGEMENT</b>  |                    |                 |       |        |  |
| BIM Manager                             | 4-6                | Diploma/Degree  | 6,500 | 8,000  |  |
| BIM Modeller                            | 3-5                | Diploma/Degree  | 4,700 | 5,500  |  |
| Cost Engineer/ Quantity Surveyor        | 3-5                | Diploma/ Degree | 3,500 | 5,500  |  |
| Inspection/ Enforcement Officer         | 2-4                | Diploma/ Degree | 2,800 | 3,800  |  |
| Facility Engineer                       | 2-5                | Diploma/ Degree | 3,900 | 5,600  |  |
| Project Coordinator                     | 1-3                | Diploma         | 2,100 | 3,900  |  |
| Project Manager                         | 5-9                | Diploma/ Degree | 6,500 | 10,600 |  |
| Senior Architectural Engineer/ Engineer | 3-8                | Degree          | 3,500 | 6,400  |  |
| Senior Civil Engineer/ Engineer         | 3-8                | Degree          | 3,500 | 7,700  |  |
| Senior Geotechnical Engineer/ Engineer  | 3-8                | Degree          | 3,800 | 6,800  |  |
| Senior Planning Engineer/ Engineer      | 2-8                | Diploma/ Degree | 3,800 | 7,000  |  |
| Senior Project Engineer/ Engineer       | 4-7                | Diploma/ Degree | 5,500 | 7,000  |  |
| Senior Tunnel Engineer/ Engineer        | 3-8                | Degree          | 4,500 | 8,500  |  |
| Service Engineer                        | 1-5                | Diploma/ Degree | 2,000 | 6,600  |  |

# Engineering & Technical

| Salary Range (per month)<br>Unit: SGD              |                    |                        |       |       |  |
|--|--------------------|------------------------|-------|-------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION          | MIN   | MAX   |  |
| <b>HEALTHCARE &amp; MEDICAL</b>                    |                    |                        |       |       |  |
| Application Specialist/ Engineer                   | 4-7                | Diploma/Degree         | 3,500 | 5,000 |  |
| Customer Support Engineer                          | 1-4                | Diploma/Degree         | 3,100 | 4,200 |  |
| Field Service Engineer                             | 5-8                | Diploma/Degree         | 4,500 | 7,500 |  |
| Product Specialist (Medical/ Scientific Equipment) | 4-6                | Degree/Master          | 3,500 | 6,000 |  |
| Technical Sales Engineer                           | 2-5                | Diploma/Degree         | 3,200 | 4,500 |  |
| <b>MAINTENANCE</b>                                 |                    |                        |       |       |  |
| Machinist  | 1-3                | N'/'O' Levels/ Diploma | 1,800 | 3,000 |  |
| Maintenance Engineer/ Assistant Engineer           | 2-4                | N'/'O' Levels/ Diploma | 3,000 | 6,200 |  |
| Maintenance Technician                             | 2-5                | N'/'O' Levels/ Diploma | 2,550 | 3,800 |  |
| Pump Mechanic                                      | 1-5                | N'/'O' Levels/ Diploma | 2,100 | 4,600 |  |
| <b>MECHANICAL &amp; ELECTRICAL</b>                 |                    |                        |       |       |  |
| Drafter  | 2-4                | Diploma/ Degree        | 3,300 | 4,500 |  |
| Layout Engineer                                    | 1-3                | Degree                 | 3,300 | 4,200 |  |
| Lead Design Engineer                               | 3-5                | Degree                 | 4,200 | 6,300 |  |
| Mechanical/ Electrical Design Engineer             | 3-5                | Degree                 | 3,700 | 6,000 |  |
| Mechanical/ Electrical Engineer                    | 2-3                | Degree                 | 3,700 | 6,000 |  |
| Mechanical/ Electrical Quantity Surveyor           | 3-5                | Diploma/ Degree        | 3,500 | 5,400 |  |
| Mechanical/ Electrical Technician                  | 1-2                | Diploma                | 2,050 | 3,100 |  |
| Senior/ Telecommunications Engineer                | 1-6                | Diploma/ Degree        | 3,600 | 8,000 |  |

# Engineering & Technical

| Salary Range (per month)<br>Unit: SGD      |                    |                 |       |       |  |
|--|--------------------|-----------------|-------|-------|--|
| JOB TITLES                                 | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX   |  |
| <b>PROCESS</b>                             |                    |                 |       |       |  |
| Chemical Process Technician                | 1-3                | Diploma         | 1,500 | 3,500 |  |
| Research & Development Engineer            | 3-5                | Diploma/ Degree | 4,000 | 6,000 |  |
| Senior Process Engineer/ Engineer          | 5-8                | Diploma/ Degree | 4,500 | 6,500 |  |
| <b>PRODUCTION</b>                          |                    |                 |       |       |  |
| Production Engineer                        | 1-3                | Diploma/ Degree | 3,000 | 4,300 |  |
| Production Technician                      | 1-3                | N'/"O' Levels   | 1,800 | 2,400 |  |
| <b>QUALITY ASSURANCE/ CONTROL</b>          |                    |                 |       |       |  |
| Quality Control Technician                 | 1-4                | Diploma         | 2,000 | 4,800 |  |
| Senior Product Quality Engineer/ Engineer  | 4-6                | Diploma/ Degree | 5,400 | 7,000 |  |
| Senior QA Engineer/ Engineer               | 2-4                | Diploma/ Degree | 3,000 | 5,400 |  |
| Senior Supplier Quality Engineer/ Engineer | 2-4                | Diploma/ Degree | 3,200 | 4,800 |  |

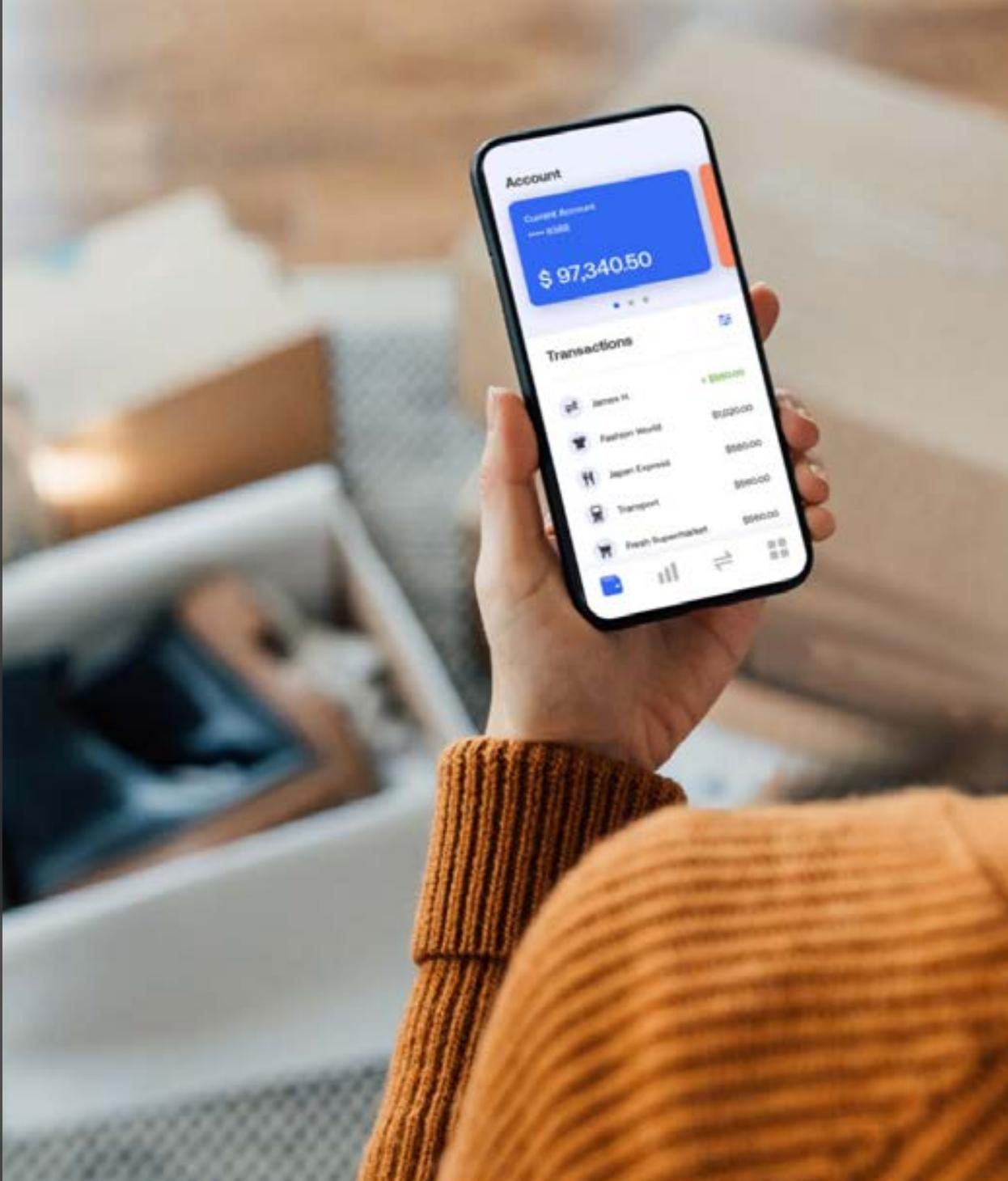
## Engineering & Technical

| Salary Range (per month)<br>Unit: SGD                  |                    |                  |       |        |  |
|--|--------------------|------------------|-------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION    | MIN   | MAX    |  |
| <b>REAL ESTATE/ PROPERTY DEVELOPMENT</b>               |                    |                  |       |        |  |
| Architect  | 5-7                | Degree           | 6,000 | 7,800  |  |
| Deputy Manager, Commercial                             | >8                 | Degree           | 7,000 | 13,000 |  |
| Estate/ Condominium Manager                            | 3-5                | Diploma          | 3,500 | 5,000  |  |
| Interior Design  | 1-3                | Diploma / Degree | 2,500 | 4,000  |  |
| Property Manager                                       | 5-7                | Diploma/ Degree  | 5,000 | 8,000  |  |
| Property/ Mall Executive                               | 1-3                | Diploma          | 2,600 | 3,400  |  |
| Senior Civil Design Engineer/ Engineer                 | 3-7                | Degree           | 4,000 | 6,500  |  |
| <b>WORKPLACE/ ENVIRONMENT SAFETY &amp; HEALTH</b>      |                    |                  |       |        |  |
| Quality, Health, Safety, Environmental Manager         | 4-8                | Diploma/ Degree  | 5,300 | 8,000  |  |
| Security Engineer                                      | 1-4                | Diploma          | 2,000 | 4,200  |  |
| Senior Environment, Health & Safety Engineer/ Engineer | 3-6                | Diploma/ Degree  | 3,400 | 6,000  |  |

# FMCG & Retail

Safe distancing restrictions and the lack of international travellers from COVID-19 have adversely affected the local retail landscape. Businesses for both major and smaller retail players were badly hit due to the implementation of new safety measures from social distancing to controlled crowds in shopping malls. Singaporeans were encouraged to stay at home, which has significantly reduced footfall to brick-and-mortar stores, even after Singapore re-opened in phases post-circuit breaker.

Conventional physical retail stores were compelled to pivot their businesses by digitalizing and extending their product offerings online. The e-commerce boom which was witnessed during the circuit breaker indicated that establishing a virtual presence will bode well for businesses in the long run, as more local consumers turn to the internet to make purchases.



# FMCG & Retail

The shift in Singapore consumers' behaviour towards e-commerce has spurred the country's digital economy to earn an additional US\$500 million annually, while some businesses saw up to three times their normal growth.

The outlook of the retail industry remains uncertain as the occasional tightening of restrictions are likely to impact physical store sales and footfall. However, companies are likely to cope better during these periods as compared to the period during the circuit breaker. SMEs' digital transformation efforts are expected to cushion the impact of further tightening measures, as many have already adopted digital solutions such as cashless payment, online storefronts, and automated administrative processes as payroll, accounting and invoicing.

Although some retailers have suffered due to the pandemic, the changing needs of consumers stemming from the need to work and study from home present retailers with fresh opportunities to cater to them. As Singapore's labour market is forecasted to strengthen in the second half of 2021, retail sales are expected to recover along with an increase in domestic demand.

However, as much as businesses are quickly developing their presence on e-commerce platforms, physical stores are still important since shoppers will eventually return to malls post-pandemic. This means that while retailers ought to grow their digital presence and pivot during lockdowns, they have to recognize that it is crucial for them to have strategies on how to sell on omni-channels. During this period, retailers could consider how they may continue to offer interesting shopping experiences in their physical stores to drive their targeted footfall.

With e-commerce moving towards maturation, retailers would have to map out an omni-channel strategy, and reconsider multi-dimensional and immersive retail experiences to continually attract consumers. Professionals skilled in competencies such as Marketing, Sales Strategies and Creative Thinking will be increasingly sought after to help companies acquire and retain customers in the year ahead.

## TOP 10 In-demand Skills



Marketing



Negotiation



Customer Support



Sales



Creative Thinking



Interpersonal



Communication



Presentation



Business Development



Sales Strategies

|                                    |                    |                        |       |       | Salary Range (per month)<br>Unit: SGD |  |
|------------------------------------|--------------------|------------------------|-------|-------|---------------------------------------|--|
| JOB TITLES                         | EXPERIENCE (YEARS) | QUALIFICATION          | MIN   | MAX   |                                       |  |
| Area Manager                       | 4-6                | Diploma                | 3,800 | 5,150 |                                       |  |
| Boutique Assistant                 | 1-5                | N'/'O' Levels/ Diploma | 1,450 | 2,500 |                                       |  |
| Channel & Territory Executive      | 1-4                | Diploma                | 2,650 | 3,000 |                                       |  |
| Department Manager                 | 2-5                | N'/'O' Levels/ Diploma | 2,980 | 3,500 |                                       |  |
| Distribution Analyst               | 2-4                | Degree                 | 4,000 | 4,000 |                                       |  |
| Merchandiser                       | 1-4                | N'/'O' Levels          | 2,200 | 2,700 |                                       |  |
| Promoter                           | 1-2                | N'/'O' Levels          | 1,800 | 2,100 |                                       |  |
| Retail Associate/ Senior Associate | 1-7                | N'/'O' Levels          | 1,600 | 2,500 |                                       |  |
| Retail Executive                   | 1-3                | N'/'O' Levels/ Diploma | 1,800 | 3,000 |                                       |  |
| Sales & Marketing Manager          | 4-9                | Diploma/ Degree        | 4,900 | 9,500 |                                       |  |
| Shop Manager/ Supervisors          | 2-5                | N'/'O' Levels/ Diploma | 1,850 | 3,600 |                                       |  |

# Healthcare & Life Sciences

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Healthcare expenditure in Singapore has been growing every year, and is set to continue rising given the country's ageing population and rise in chronic diseases among the elderly. As such, the demand for healthcare services is expected to increase in the longer term.

The healthcare sector is now among the top industries in Singapore offering job training and opportunities to reskill. At present, the public and private healthcare sectors employ a workforce of more than 100,000 people. New integrated healthcare facilities, such as general hospitals, community hospitals and polyclinics, will also progressively be developed.

At the end of 2020, there were nearly 5,500 job openings, with three in four for long-term positions. Out of this figure, 40% of these vacancies were for professional and executive positions such as nurses, allied health professionals, and finance and human resources executives.



# Healthcare & Life Sciences

Another 2,550 long-term job openings are support roles such as healthcare assistants, therapy assistants and patient service associates. In 2021, Staff Nurses, Senior Nurses, Patient Service Associates, Pharmacists and Radiographers are expected to be highly sought after.

To expand the country's pool of healthcare professionals, the government has been working closely with educational institutions over the years. They have also increased the intake of nursing courses by about 50 per cent from 1,500 in 2014 to 2,200 in 2019.

Fresh graduates and mid-career job seekers who are not trained in healthcare are also given ample opportunities to reskill. Career conversion programmes, as well as the redesigning of healthcare jobs to blend clinical support, administrative and operations responsibilities are examples of pathways

that the government has established for inexperienced healthcare entrants to enter the field. Job seekers may also look at filling roles that require in-demand skills such as Regulatory Compliance and Documentation.

Existing healthcare practitioners are also presented with the chance to continually retrain and redevelop their skills through training grants to take on skills attachment or formal post-graduate education.

Given a growing focus on moderating healthcare spending and streamlining of procedures, the job scope of healthcare professionals may evolve and shift to encompass a wider range of services. For instance, nurses trained in diagnosing and managing common medical conditions might also be granted the autonomy to order tests and prescribe medicine, thus saving patients time and cost.



## TOP 10 | In-demand Skills



Nursing



Biopharmaceutical



Healthcare



Patient Care



Creative Thinking



Interpersonal



Communication



Documentation



Microsoft  
Office (Word)



Regulatory  
Compliance

# Healthcare & Life Sciences

| Salary Range (per month)<br>Unit: SGD   |                    |                             |       |       |  |
|---|--------------------|-----------------------------|-------|-------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION               | MIN   | MAX   |  |
| <b>NURSING &amp; SUPPORT ROLE</b>   |                    |                             |       |       |  |
| Nurse Educator  | 5-10               | Degree /Advance Diploma     | 5,000 | 7,300 |  |
| Nurse Clinician/ Nurse Manager  | 8-13               | Degree /Advance Diploma     | 5,000 | 7,300 |  |
| Senior Staff Nurse/ Staff Nurse              | 1-7                | Diploma /Degree             | 2,200 | 5,300 |  |
| Senior/ Enrolled Nurse                       | 1-7                | Nitec                       | 1,800 | 3,500 |  |
| Phelebotomist   | 1-5                | N'/ 'O' /'A' Levels/Diploma | 1,700 | 3,000 |  |
| Operating Theatre Technician  | 1-3                | N'/ 'O' Levels/ Nitec       | 1,700 | 2,200 |  |
| Therapy Assistant   | 1-5                | N'/ 'O' Levels/ Nitec       | 1,700 | 2,500 |  |
| Healthcare Assistant  | 1-5                | N'/ 'O' Levels/Nitec        | 1,700 | 2,500 |  |
| <b>ADMIN &amp; ANCILLARY</b>  |                    |                             |       |       |  |
| Dental Surgery Assistant  | 1-4                | N'/ 'O' /'A' Levels/Diploma | 1,500 | 2,500 |  |
| Patient Service Associate/ Clinic Assistant  | 1-4                | N'/ 'O' /'A' Levels/Diploma | 1,500 | 2,700 |  |
| Care Coordinator Associate  | 1-5                | N'/ 'O' /'A' Levels/Diploma | 1,800 | 3,000 |  |
| Executive Assistant   | 1-5                | Diploma                     | 1,800 | 3,000 |  |
| Operations Executive  | 1-4                | Degree                      | 2,400 | 3,500 |  |
| Operations Manager  | 6-10               | Degree                      | 4,000 | 6,300 |  |

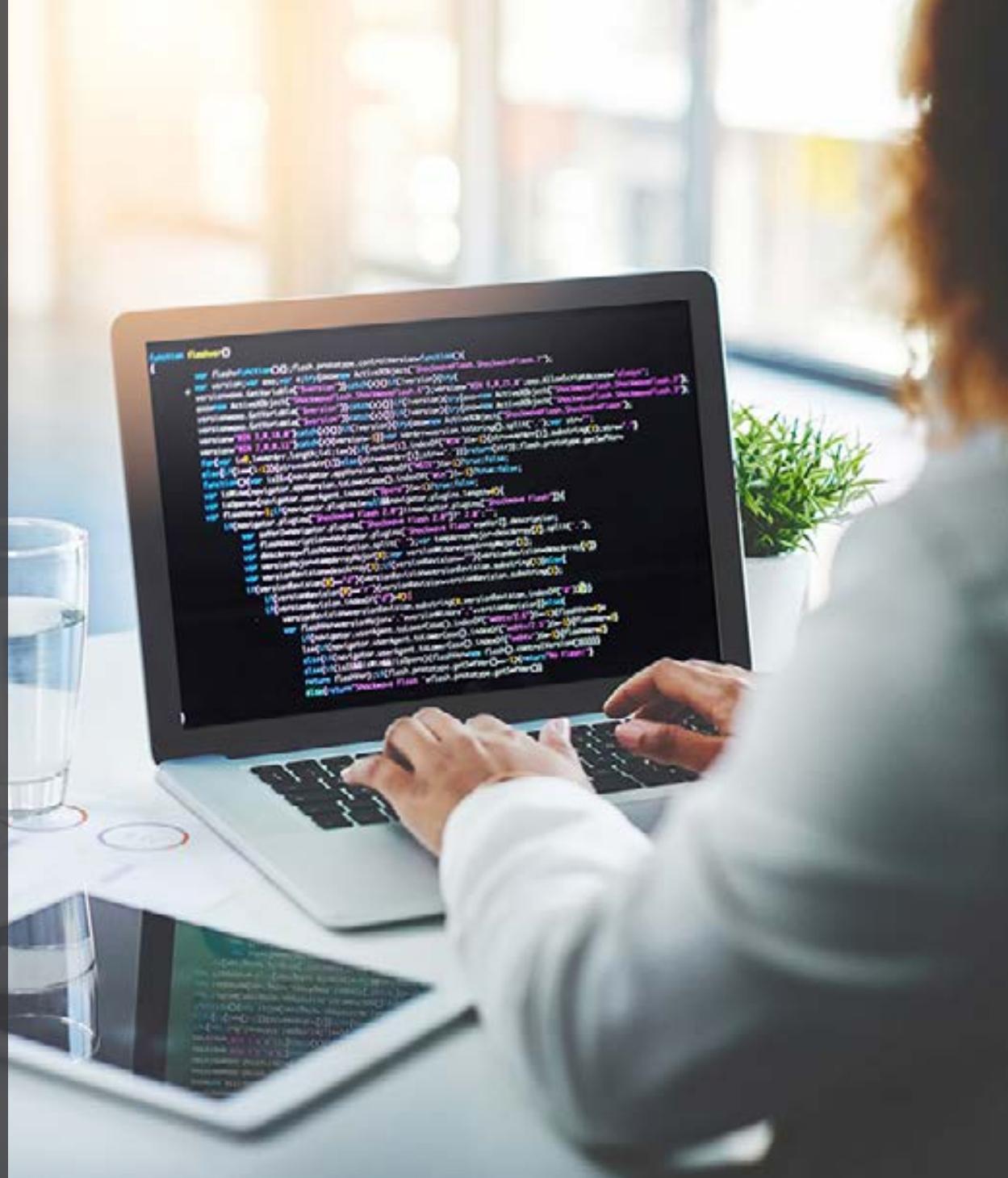
# Healthcare & Life Sciences

| Salary Range (per month)<br>Unit: SGD  |                    |                         |       |       |  |
|--|--------------------|-------------------------|-------|-------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION           | MIN   | MAX   |  |
| <b>ALLIED HEALTH PROFESSIONAL</b>  |                    |                         |       |       |  |
| Medical Social Worker/ Social Worker   | 2-5                | Degree                  | 3,450 | 5,300 |  |
| Senior/ Medical Technologist   | 1-6                | Diploma /Degree         | 2,100 | 6,000 |  |
| Occupational Therapist   | 3-5                | Degree                  | 4,000 | 6,500 |  |
| Pharmacist    | 2-4                | Degree                  | 3,000 | 4,500 |  |
| Pharmacy Technician  | 1-4                | Diploma                 | 2,250 | 3,050 |  |
| Physiotherapist  | 1-5                | Degree                  | 3,650 | 5,000 |  |
| Radiographer  | 2-7                | Degree                  | 4,500 | 6,000 |  |
| Speech Therapist   | 2-5                | Degree                  | 3,500 | 5,500 |  |
| Podiatrist   | 2-7                | Degree                  | 3,500 | 7,000 |  |
| Research Fellow  | 1-5                | Degree                  | 3,000 | 4,500 |  |
| Dietitian  | 1-3                | Degree                  | 3,000 | 4,500 |  |
| <b>LIFE SCIENCES</b>   |                    |                         |       |       |  |
| Laboratory Manager   | 6-10               | Diploma/ Degree         | 5,000 | 7,800 |  |
| Laboratory Technician  | 1-3                | N'/ 'O' Levels/ Diploma | 2,500 | 2,800 |  |
| Medical Sales Representative   | 1-5                | Diploma/ Degree         | 2,200 | 4,200 |  |
| Sales Manager (Pharmaceutical/ Medical Devices)  | 6-10               | Diploma/ Degree         | 4,300 | 8,000 |  |
| Pharmacovigilance Associate  | 1-3                | Degree                  | 3,800 | 6,500 |  |

As more technology companies look to enter or expand within the local market, tech talent is in high demand. Singapore's aspirations of being a regional technology hub are at risk of being threatened by manpower crunch for this sector. As such, there is an urgency to reskill and transform the workforce to meet this growing demand.

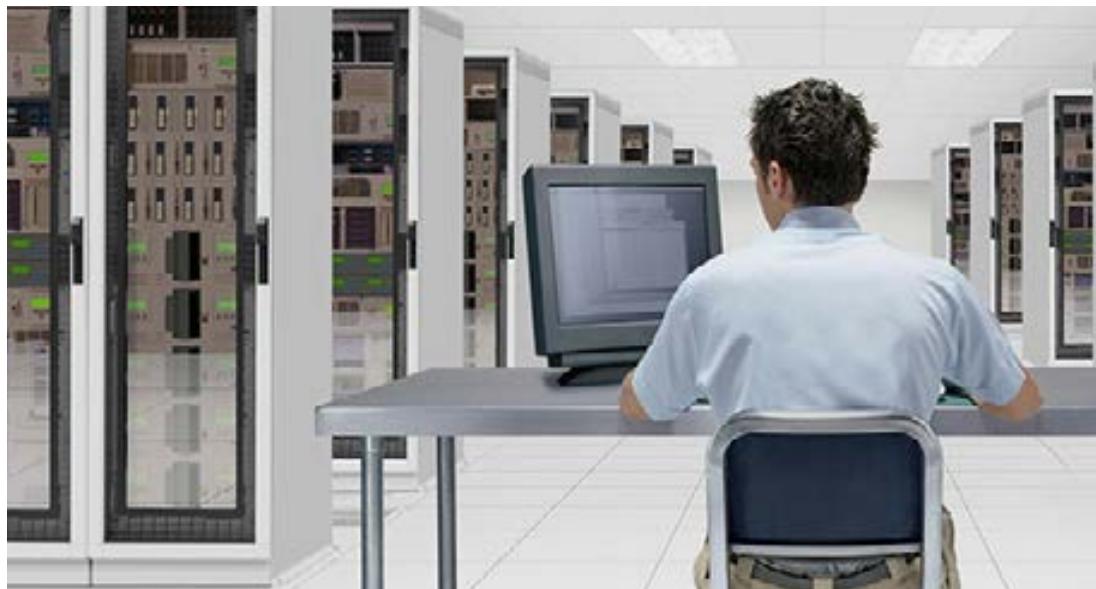
Through government driven initiatives, thousands of locals are given the opportunity to be re-trained with tech skills. The intake for IT courses at Singapore colleges has risen 17% over the past three years to about 7,600 for the 2020 academic year.

Meanwhile, for skilled and experienced candidates keen to break into the tech space, opportunities to land jobs are plentiful. In the short term, however, Singapore's workforce reportedly lacks the capacity to quickly match the tech skills and experience the industry needs.



Over the next three years, the Information Communications Sector (ICT) is expected to need another 60,000 professionals across a variety of roles. As of Nov 2020, more than 12,000 jobs – majority of them being professionals, managers, executives and technicians (PMET) roles – were available in the sector. A third of these roles are “tech-lite” and suitable for applicants without ICT background or experience, such as customer success manager, digital marketing specialist and pre-sales consultant roles.

There is also strong demand for manpower in functions such as digital marketing, software engineering and cyber security, as well as for leaders to drive digital transformation across businesses.



With firms attempting to address a variety of immediate challenges caused by the pandemic, such as the need to accelerate innovations in healthcare and communications, or adapt to shifting consumer behaviours as more people increasingly work, play and shop online, exciting career opportunities abound in the tech industry. In the coming year, Software Engineer, Cyber Security Manager, Data Analyst and Data Scientist roles are anticipated to be among the most sought-after positions, with General Programming, Computer Science and Software Development skill sets in particularly high demand.

## TOP 10 | In-demand Skills



Software Development



General Programming



Computer Science



Creative Thinking



Web Services



C++



Communication



Java



Problem Solving



Unix/Linux

| Salary Range (per month)<br>Unit: SGD  |                    |                 |       |        |  |
|--|--------------------|-----------------|-------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX    |  |
| <b>BUSINESS DEVELOPMENT</b>  |                    |                 |       |        |  |
| Product Executive/Senior Product Executive   | 1-5                | Diploma/ Degree | 2,700 | 5,200  |  |
| Product Manager  | 5-8                | Diploma/ Degree | 5,500 | 8,000  |  |
| Sales Engineer   | 1-5                | Diploma/ Degree | 3,000 | 6,000  |  |
| IT Account Manager   | 6-10               | Diploma/ Degree | 5,500 | 8,000  |  |
| IT Pre-Sales Consultant  | 5-10               | Diploma/ Degree | 4,900 | 9,600  |  |
| <b>CYBERSECURITY</b>   |                    |                 |       |        |  |
| SOC Analyst/Senior SOC Analyst   | 1-3                | Degree/ Masters | 3,000 | 4,500  |  |
| Cyber Security Engineer/Consultant       | 1-5                | Degree          | 4,500 | 8,000  |  |
| NOC Specialist   | 2-4                | Degree          | 3,500 | 4,500  |  |
| IT Audit Manager   | 5-10               | Degree          | 6,000 | 10,000 |  |
| Cyber Security Manager                   | 5-8                | Degree          | 7,000 | 12,300 |  |
| IT Security & Compliance Manager   | 5-8                | Degree          | 7,000 | 12,000 |  |
| <b>DATA ANALYSIS</b>   |                    |                 |       |        |  |
| Data Analyst                           | 2-6                | Degree          | 4,500 | 6,500  |  |
| Big Data Analyst                       | 3-7                | Degree          | 6,000 | 8,000  |  |
| Big Data Engineer  | 3-7                | Degree          | 7,000 | 9,000  |  |
| Data Scientist/ Senior Data Scientist  | 3-8                | Degree          | 7,000 | 12,000 |  |
| AI Developer   | 1-6                | Degree          | 5,000 | 10,000 |  |

| Salary Range (per month)<br>Unit: SGD       |                    |                 |        |        |  |
|---|--------------------|-----------------|--------|--------|--|
| JOB TITLES                                  | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>MANAGEMENT</b>                           |                    |                 |        |        |  |
| Chief Technology Officer                    | >15                | Degree/ Masters | 12,000 | 20,000 |  |
| Chief Info-Security Officer                 | >15                | Degree/ Masters | 15,000 | 25,000 |  |
| IT Senior Manager                           | 6-11               | Degree          | 10,000 | 13,000 |  |
| IT Director                                 | >12                | Degree          | 11,000 | 15,000 |  |
| IT Manager/ Assistant Manager               | 3-6                | Degree          | 5,000  | 8,750  |  |
| <b>PROJECT MANAGEMENT</b>                   |                    |                 |        |        |  |
| Project Administrator                       | 2-4                | Diploma/ Degree | 3,000  | 4,500  |  |
| Project Executive/ Senior Project Executive | 1-4                | Diploma/ Degree | 3,000  | 4,800  |  |
| Business Analyst                            | 1-3                | Degree          | 4,000  | 5,500  |  |
| Senior Business Analyst                     | 3-10               | Degree          | 5,500  | 9,000  |  |
| Project Manager/ Senior Project Manager     | 5-15               | Degree          | 6,000  | 12,000 |  |
| Service Delivery Manager                    | 1-3                | Degree          | 5,000  | 7,500  |  |

| Salary Range (per month)<br>Unit: SGD  |                    |                 |       |        |  |
|--|--------------------|-----------------|-------|--------|--|
| JOB TITLES   | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX    |  |
| <b>SOFTWARE ENGINEERING</b>  |                    |                 |       |        |  |
| Software Engineer/ Senior Software Engineer  | 3-6                | Degree          | 6,000 | 9,000  |  |
| Software Technical Lead  | 5-8                | Degree          | 7,000 | 10,000 |  |
| Mobile Application Developer   | 1-3                | Degree          | 3,500 | 6,000  |  |
| Senior Mobile Application Developer  | 3-6                | Degree          | 6,000 | 8,000  |  |
| Java/ J2EE Software Engineer                 | 3-5                | Degree          | 6,000 | 8,000  |  |
| Senior Java/ J2EE Software Engineer          | 5-10               | Degree          | 8,000 | 10,000 |  |
| Solution Architect   | 6-10               | Degree          | 9,000 | 13,000 |  |
| Application Support Analyst  | 2-6                | Degree          | 5,000 | 6,500  |  |
| System Analyst/ Senior System Analyst  | 3-8                | Degree          | 4,500 | 6,500  |  |
| UI/ UX Designer  | 3-5                | Degree          | 4,500 | 6,700  |  |
| UI/ UX Lead Designer   | 6-10               | Degree          | 7,000 | 12,000 |  |
| QA Engineer/ Senior QA Engineer  | 5-10               | Degree          | 5,000 | 8,000  |  |
| Web Designer   | 1-5                | Diploma/ Degree | 3,000 | 6,000  |  |
| Graphics Designer  | 2-5                | Diploma/ Degree | 3,000 | 6,000  |  |
| Senior Design Consultant   | 4-6                | Diploma/ Degree | 4,200 | 5,900  |  |

| Salary Range (per month)<br>Unit: SGD   |                    |                 |       |        |  |
|---|--------------------|-----------------|-------|--------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX    |  |
| <b>SUPPORT</b>  |                    |                 |       |        |  |
| Helpdesk Support Engineer   | 1-2                | Diploma/ Degree | 3,000 | 4,500  |  |
| Service Desk Engineer   | 1-3                | Diploma/ Degree | 3,000 | 6,000  |  |
| IT Support Engineer/ Executive  | 1-5                | Diploma/ Degree | 3,000 | 4,500  |  |
| Desktop Support Engineer  | 1-5                | Diploma/ Degree | 3,000 | 4,500  |  |
| <b>SYSTEMS &amp; NETWORK</b>  |                    |                 |       |        |  |
| System Administrator  | 1-3                | Degree          | 3,500 | 5,000  |  |
| System Engineer/ Senior System Engineer   | 3-8                | Degree          | 4,000 | 8,000  |  |
| Cloud Engineer           | 3-6                | Degree          | 5,000 | 7,100  |  |
| Network Engineer  | 3-5                | Degree          | 3,800 | 6,000  |  |
| Senior Network Engineer  | 5-7                | Degree          | 6,000 | 8,500  |  |
| Network Security Engineer   | 3-7                | Degree          | 4,000 | 9,200  |  |
| Linux Systems Administrator   | 4-6                | Degree          | 4,500 | 5,500  |  |
| System & Network Lead   | 5-8                | Degree          | 7,000 | 8,500  |  |
| Infrastructure Manager  | 6-8                | Degree          | 6,500 | 8,800  |  |
| Infrastructure Solution Architect   | 6-10               | Degree          | 8,000 | 10,000 |  |

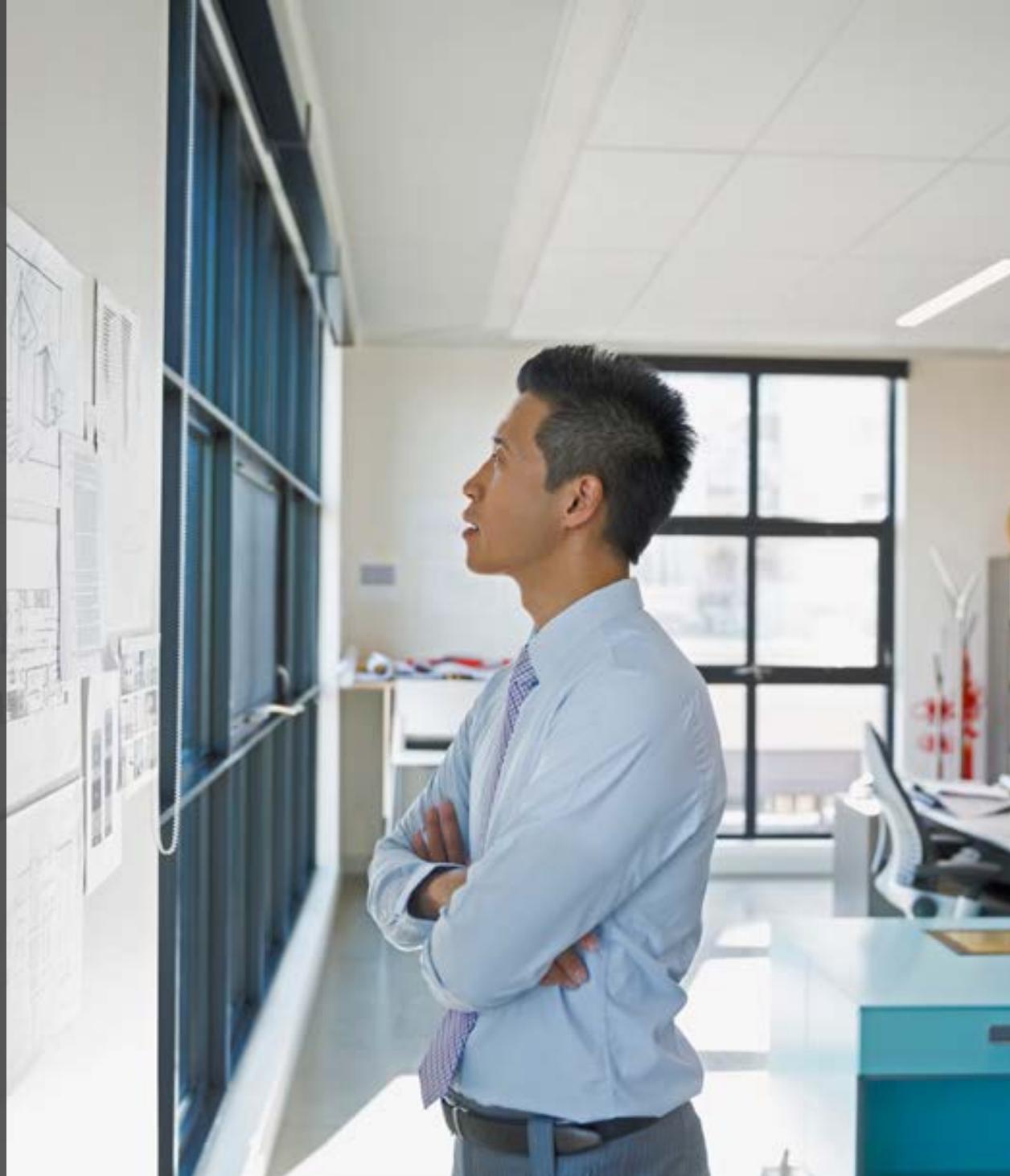
# Japan Desk

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The flow of Foreign Direct Investments (FDI) into Singapore has been disrupted by the pandemic. According to data from the Japan External Trade Organization (JETRO), Japan's investments in Singapore fell from more than US\$14 billion in 2019 to under US\$9 billion in 2020.

Over the last decade, Japanese companies have slowly shifted their business models from export-oriented domestic production, towards foreign direct investment or FDI-driven overseas production.

FDI outflows to Asia had increased steadily over the years, with Japanese companies seeking to tap into Asia's dynamic economies, which have been driving global growth. However, Japan's overseas investment expansion is now being challenged by the COVID-19-led economic downturn.



# Japan Desk

While the global outlook for FDI may remain weak in 2021, except for the technology and healthcare sectors, there are positive signs that Japan and Singapore will continue to remain strong relations and even expand their relationship in the post-pandemic world.

At the 14<sup>th</sup> Japan-Singapore Symposium, the leaders from both countries reiterated their commitment to continue cooperating closely as they chart their paths toward post-Covid recovery. The countries have also recognized significant potential for cooperation in new areas including digitalization, smart cities and the green economy.

Earlier in 2021, Japan and Singapore both joined the world's largest trade agreement - the Regional Comprehensive Economic Partnership (RCEP), which will take effect in 2022. This signals their strong commitment to strengthening trade and economic linkages with each other and other partners.

Even in the wake of COVID-19, both governments continue to work closely together by pushing for decarbonization investments in Asia. Similarly, Japanese and Singaporean corporations continued their business expansions and kept the Japan-Singapore alliances warm.

Although it will take time before full economic recovery and for normalcy to return, strong government relations and support for Singapore-Japan partnerships indicate that businesses will continue to operate as usual, and that there is likely to be a continued demand for Japanese-speaking professionals, as well as professionals who are familiar with the Japanese market and culture, to facilitate cross-border business.



| Salary Range (per month)<br>Unit: SGD         |                    |                 |        |        |  |
|---|--------------------|-----------------|--------|--------|--|
| JOB TITLES                                    | EXPERIENCE (YEARS) | QUALIFICATION   | MIN    | MAX    |  |
| <b>ACCOUNTING ASSISTANT MANAGER/ MANAGER</b>  |                    |                 |        |        |  |
| Accounts Executive/ Senior Accounts Executive | 3-5                | Diploma/ Degree | 2,600  | 5,000  |  |
| Accounts Assistant (AP)                       | 1-3                | Diploma/ Degree | 2,700  | 3,400  |  |
| Accounts Assistant (AR)                       | 1-4                | Diploma/ Degree | 2,700  | 3,400  |  |
| Accountant                                    | 5-8                | Degree          | 5,500  | 8,000  |  |
| Accounts/ Finance Manager                     | 6-8                | Degree          | 8,000  | 12,000 |  |
| Financial Controller                          | 8-15               | Degree          | 10,000 | 15,000 |  |
| <b>BANKING &amp; FINANCE</b>                  |                    |                 |        |        |  |
| Analyst                                       | 1-4                | Degree          | 3,200  | 4,400  |  |
| Accounting Assistant Manager/ Manager         | 4-7                | Degree          | 4,500  | 8,000  |  |
| Compliance Manager                            | 7-10               | Degree          | 7,000  | 9,000  |  |
| Credit Control                                | 1-5                | Diploma/ Degree | 4,000  | 6,000  |  |
| Relationship Manager                          | 2-5                | Diploma/ Degree | 4,500  | 6,900  |  |
| Researcher                                    | 1-4                | Diploma/ Degree | 4,500  | 6,500  |  |
| AVP / VP                                      | 7-15               | Degree          | 6,300  | 11,000 |  |

| Salary Range (per month)<br>Unit: SGD   |                    |                         |       |        |  |
|---|--------------------|-------------------------|-------|--------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION           | MIN   | MAX    |  |
| <b>ENGINEERING</b>  |                    |                         |       |        |  |
| Field Service Engineer  | 2-5                | Diploma/ Degree         | 3,500 | 6,500  |  |
| BIM Coordinator   | 2-6                | Diploma/Degree          | 3,100 | 6,500  |  |
| QA QC Engineer  | 3-6                | Diploma/ Degree         | 4,000 | 5,500  |  |
| Sales Engineer  | 1-4                | Diploma/ Degree         | 4,000 | 6,500  |  |
| Technical Sales Engineer  | 2-6                | Diploma/ Degree         | 3,500 | 7,000  |  |
| Project Engineer  | 3-5                | Diploma/ Degree         | 4,500 | 6,000  |  |
| Project Manager   | 6-10               | Degree                  | 6,500 | 15,000 |  |
| <b>GENERAL AFFAIRS &amp; BUSINESS SUPPORT</b>   |                    |                         |       |        |  |
| Admin Assistant   | 1-3                | N'/ 'O' Levels/ Diploma | 1,750 | 2,400  |  |
| Admin Executive   | 1-3                | Diploma/ Degree         | 3,000 | 4,000  |  |
| Admin Manager   | 2-5                | Diploma/ Degree         | 4,500 | 6,500  |  |
| Customer Service Executive  | 1-5                | Diploma/ Degree         | 3,300 | 4,500  |  |
| Customer Service Manager  | 5-10               | Diploma/ Degree         | 5,000 | 7,500  |  |
| Corporate Planning Executive  | 2-4                | Diploma/ Degree         | 4,000 | 6,000  |  |
| Corporate Planning Manager  | 5-10               | Degree                  | 6,500 | 9,000  |  |
| Legal Executive   | 2-5                | Degree                  | 4,000 | 6,000  |  |
| Sales Coordinator  | 1-5                | Diploma/ Degree         | 3,000 | 4,500  |  |
| Secretary          | 3-5                | Diploma/ Degree         | 3,800 | 5,500  |  |
| Translator/ Interpreter   | 2-6                | Diploma/ Degree         | 3,500 | 6,000  |  |

| Salary Range (per month)<br>Unit: SGD   |                    |                 |       |        |  |
|---|--------------------|-----------------|-------|--------|--|
| JOB TITLES  | EXPERIENCE (YEARS) | QUALIFICATION   | MIN   | MAX    |  |
| <b>HUMAN RESOURCES</b>  |                    |                 |       |        |  |
| HR Executive  | 1-5                | Diploma/ Degree | 3,500 | 4,500  |  |
| Senior HR Executive   | 5-7                | Diploma/ Degree | 4,500 | 5,500  |  |
| HR Manager  | 8-10               | Degree          | 6,300 | 10,000 |  |
| Regional HR Manager   | 8-15               | Degree          | 7,000 | 12,000 |  |
| HR Assistant  | 1-3                | Diploma         | 2,400 | 2,900  |  |
| <b>IT</b>   |                    |                 |       |        |  |
| Business Analyst  | 5-8                | Degree          | 7,000 | 10,000 |  |
| Pre-Sales Executive   | 2-6                | Diploma/ Degree | 3,400 | 6,500  |  |
| Account Manger  | 3-5                | Diploma/ Degree | 4,000 | 6,000  |  |
| Project Manager  | 5-8                | Degree          | 7,000 | 12,000 |  |
| <b>SALES &amp; MARKETING</b>  |                    |                 |       |        |  |
| PR & Marketing Senior Executive/ Executive  | 2-6                | Diploma/ Degree | 3,300 | 4,000  |  |
| PR & Marketing Assistant Manager/ Manager   | 5-7                | Degree          | 4,500 | 6,500  |  |
| Regional/ Sales Executive   | 3-5                | Diploma/ Degree | 4,000 | 5,500  |  |
| Regional/ Sales Manager   | 5-8                | Degree          | 4,500 | 10,000 |  |

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