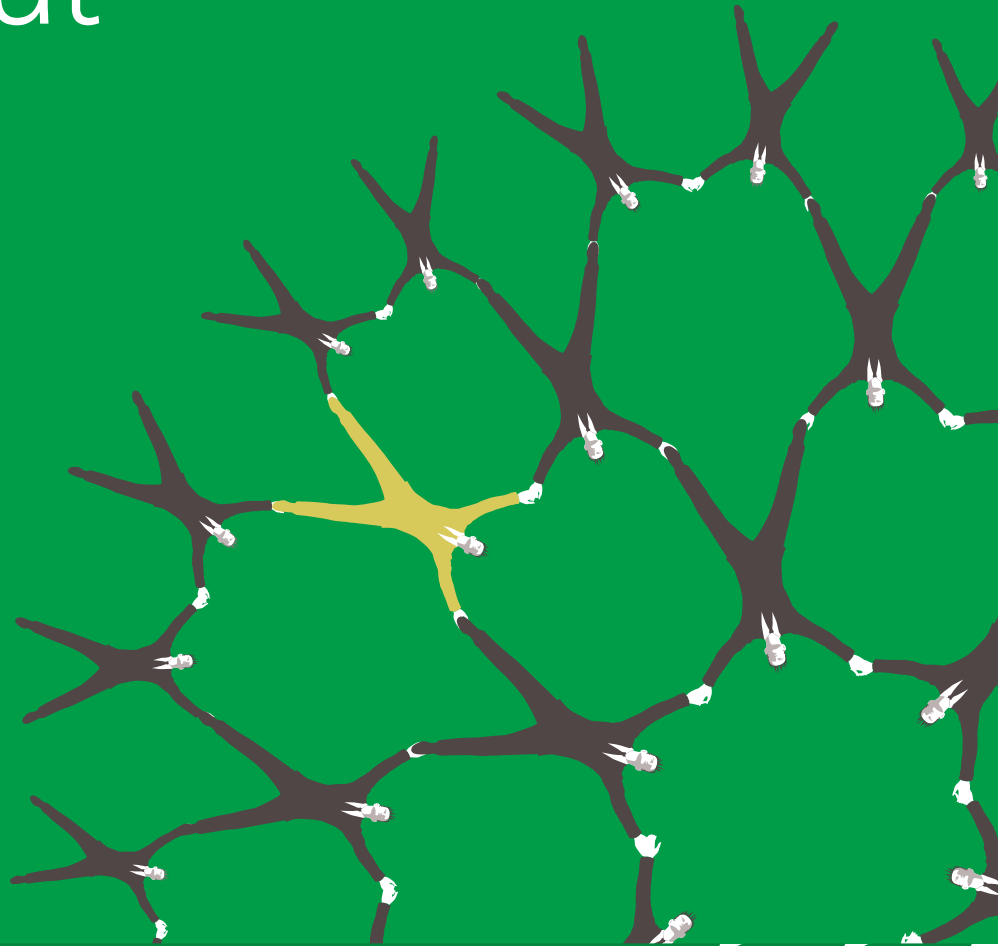


The original always
stands out



Indonesia Salary Handbook

| A Practitioner's Insight to Salaries Across Industries |

2008/09

www.kellyservices.co.id

KELLY[®]
Talent at work

CONTENTS

Banking & Finance	2 / 3
Call Centre	3 / 4
Engineering & Technical	4
Human Resources	5
Information Technology	5 / 6
Logistics & Warehousing	6
Office Support	7
Sales & Marketing	7

FOREWORD

We are pleased to present the Kelly Services Indonesia Salary Guide Handbook 2008/2009.

Due to optimistic forecast on the economic development most of the companies are applying a modest 2008 increase forecast. GDP estimation for year 2008 is 6.7 % while the GDP actual for year 2007 was 6.3% (source from The Central Statistics Agency Indonesia) The salary movement in Indonesia is still within 11 to 16% and the biggest salary increment still come from energy, telecommunication and financial institutions. Beside economic condition and company performance Individual performance is still to be the top factor of salary increase.

Asia will continue to grow through the economic activities and the world of work today has change dramatically where skill shortage is now more apparent in many industries. As the war for talent over, the pressure organization to accelerate recruitment process and provide competitive packages becomes crucial. Whilst we confident that this 2008/2009 salary guide handbook will be a useful reference reference tool in the year ahead. Additionally, we welcome questions you may have and are always on hand to assist you with current data support you in developing recruiting strategies and programs to suit your specific business needs.

Best Wishes!

Bernadette Themas
Country Manager
Kelly Services

* Please note that the salary ranges in this publication are subject to changes arising from fluctuations in market and economic conditions.

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



BANKING & FINANCE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
BANKING				RUPIAH	RUPIAH
Bank Teller	Diploma / Degree	1-3	Handle high volume of over-the-counter transactions. Assist with customer enquiries, ensure service delivery standards are met & actively promote bank products and services.	2,000,000	2,500,000
Remittance/ Settlement/ Loans Clerk	Diploma / Degree	1-2	Cheque clearance, inward/outward remittances, telegraphic transfer & demand drafts. Accept & confirm forex deals. Process & document housing loan applications.	1,500,000	2,250,000
Collection / Debt Recovery Officer	Diploma / Degree	1-3	Review collection procedures and ensure diligent debt recovery. Analyse customers' profile & propose viable solutions. Restructure & negotiate payment. Knowledge in legal/litigation processes & documentation. Monitor delinquent accounts & collection functions.	1,750,000	3,500,000
Trade Finance Clerk	Diploma / Degree	2-3	Process trade finance products with knowledge of various trade instruments e.g. Letter of Credit, trade collections & payments including the accompanying payment processes.	2,500,000	3,500,000
Bank Operations Officer	Diploma	0-1	Processing of trade settlements. Back room admin duties.	1,500,000	2,250,000
Customer Service Officer	Diploma / Degree	2-3	Attend to walk-in customers & follow-up on customer service issues as well as identify business potential from existing database.	3,000,000	6,000,000
Mortgage Sales Specialist	Diploma / Degree	2-3	Identify prospective customers through lead generation to achieve desired mortgage and related lending product targets.	3,000,000	5,000,000
Trade Finance Officer	Diploma/ Degree	1-2	Supervisory role in the processing of trade finance products.	2,000,000	4,500,000
Personal Financial Consultant / Personal Banker	Diploma / Degree	2-3	Provide advice & recommend investment products according to clients' risk profile. Identify business potential from the execution of the sales.	3,000,000	5,000,000
Dealer	Diploma / Degree	1-2	Good grasp of foreign exchange products. Familiar with inter-bank market transaction. Manage the flows and risk of FX pricing. To process inter-bank deposit/placement deals, futures, FRAs, government bills/bonds and foreign exchange.	2,500,000	3,500,000
Compliance Officer	Degree	2-3	Ensure interpretation & adherence to all regulatory requirements. Conduct & review results of compliance surveillance test plans. Support the implementation and rollout of compliance related initiatives.	3,000,000	5,000,000
Bank Auditor	Degree	2-3	Report audit findings, evaluate system effectiveness & assess procedural deficiencies. Ensure high level of internal control & system adherence to guard against fraud or procedural non-compliance.	3,000,000	5,040,000
Settlement Officer	Degree	3-5	Settlement of trades (FX/MM), bonds & securities. Liaise with brokers, counter parties & fund managers.	4,000,000	7,000,000
Secretary	Diploma	3-5	Support a team of Senior Managers in travel arrangements & meetings.	3,500,000	6,500,000
Senior Secretary	Diploma / Degree	Min 5	Support Head of Dept in secretarial duties, calendar management, travel planning, corporate administrative duties.	6,500,000	10,000,000
FINANCE					
Accounts Clerk	Diploma	1-3	Balance expenses, data entry & basic accounts support. Filing, photocopying, faxing & other admin duties.	2,000,000	3,500,000
Payroll Clerk	Diploma / Degree	1-2	Calculate & prepare payroll, taking into account overtime & deductions such as tax, CPF, insurance payments, etc.	2,500,000	3,500,000
Credit Control Clerk	Diploma / Degree	1-2	Manage accounts receivables. Prepare reports of loans and accounts that are delinquent and forward reports for legal action.	2,500,000	3,500,000



BANKING & FINANCE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Accounts Assistant	Diploma / Degree	1-3	Record & compile summaries of organisation's financial transactions for management purposes. Assist in full set of accounts.	2,500,000	4,500,000
Credit Control Officer	Diploma / Degree	2-4	Contacting customers. Sending follow-up inquiries. Negotiating with past due accounts for debt recovery.	3,000,000	5,000,000
Accounts Supervisor	Degree	2-4	Supervise full set of accounts & delegate work to clerical staff. Assist in the analysis of financial statements & year-end closing/audits.	4,500,000	7,000,000
Accounts Payable Manager	Degree	5-6	Ensure timely payments of vendor invoices, expense vouchers & maintain accurate records & control reports. Manage a staff of administrators/clerks.	9,500,000	13,000,000
Financial Analyst	Degree	2-3	Report & analyse financial & operating data.	7,500,000	12,000,000
Credit Control Manager	Degree	4-6	Determine credit worthiness of clients. Formulate credit & collection policy. Negotiating with past due accounts. Take appropriate action against delinquent accounts. Supervise two or more officers.	10,000,000	15,000,000
Auditor	Degree / Professional Certification	2-4	Ensure authenticity & accuracy of financial statements, especially assets & liabilities. Analyze samples of work done & conduct procedural interviews.	6,500,000	12,500,000
Accountant	Degree / Professional Certification	4-5	In charge of general accounting that involve the preparation of statistical data & financial reports concerning profits, cash & inventory. Analyse, report & give advice on the financial dealings or organisations/individuals. Advise on associated record-keeping & compliance requirements.	8,000,000	13,000,000
Finance Manager	Degree	6-7	Prepare financial reports, i.e. income, expenses, capital usage & cash flow. Preparation of strategic plans, budgets & financial forecasts. Develop accounting and management policies & procedures.	20,000,000	35,000,000



CALL CENTRE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Sales Outbound / Telemarketer (entry level)	Diploma	0-1	To sell & set up appointments. Handle outbound calls for selling a product or service, typically with respect to quotas or sales goals. May be responsible for specific accounts or geography. To up sell as appropriate.	1,500,000	2,500,000
Customer Service Officer – Inbound (entry level)	Diploma	0-1	To handle incoming calls (orders, inquiries, complaints) and direct calls for further problem resolution.	1,750,000	2,500,000
Customer Service Officer – Inbound (experienced)	Diploma / Degree	1-2	Handle incoming calls (orders, inquiries, complaints) and direct calls for further problem resolution. To handle larger clients or 1st level escalation. To lead, teach, guide and/or motivate teams through the call process if necessary.	2,000,000	3,000,000
Helpdesk	Diploma	1-2	To screen and/or service requests, compile problem reports & provide solutions to complex issues as needed.	1,500,000	2,500,000
Sales Outbound / Telemarketer (experienced)	Diploma / Degree	2-3	To sell & set up appointments. Handle outbound calls for selling a product or services, typically with respect to quotas or sales goals. May handle specific accounts or geography. To up sell as appropriate. Typically handle larger clients & more difficult situations. To lead, teach, guide and/or motivate teams through the call process if necessary.	3,000,000	4,000,000
Call Centre Supervisor / Team Leader	Diploma / Degree	2-3	Oversee team of junior & senior officers. Motivate team, roster planning & handle staffing issues such as disciplinary & performance counseling.	4,000,000	6,000,000



CALL CENTRE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Call Centre Trainers	Diploma / Degree	2-3	Work with HR & Call Centre Manager to provide training. Train on systems, procedures & product knowledge. Facilitate & plan training schedules.	3,500,000	5,500,000
Operations Manager	Degree	3-4	Oversee all aspects of the operations. Report to Call Centre Manager. Handle internal inquiries & divisional operations.	6,000,000	12,000,000
Call Centre Manager / Head	Degree	3-4	Implement service strategies. Oversee daily operations as well as marketing, sales & IT. Ensure service levels are met. Plan workflow & structure. Solve escalated complaints. Motivate & lead teams. Work with HR to assist in recruiting, staff appraisals & training. Good project management skills.	8,000,000	14,000,000



ENGINEERING & TECHNICAL

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Facilities Technician	Nitec/Master Nitec/NTC	1-5	Install, service, repair & maintain engineering equipments.	1,750,000	3,500,000
Associate Engineer	Diploma	1-2	Assist in new line set-ups. Prepare quotations, documentations, etc.	1,750,000	3,500,000
Facilities Technical Officer	Diploma	2-5	Assist Engineer to plan & control maintenance work. Supervise all maintenance & variation jobs on site.	3,500,000	6,000,000
Draughtsman	Diploma	1-2	Design moulds, structures & fixtures. Handle design duties from 2 to 3 dimensions. Able to meet deadline & implement multiple changes during the course of a project. Knowledge of AutoCAD & other designing software a must.	2,000,000	3,000,000
Supervisor	Degree	3-4	Liaise with operators, line leaders & other supporting departments to carry out production/manufacturing operations & projects. Monitor & coordinate machines installation setup. Monitor production issues to ensure targets are met & quality issues minimised.	3,500,000	6,000,000
Quantity Surveyor	Diploma / Degree	2-5	To work on tenders. Attend site meetings. Prepare preliminary quotations.	2,500,000	5,500,000
Material Planner	Diploma	2-4	Generate clear-to-build quantity plan based on orders. Expedite with buyers on material shortages & ensure availability. Monitor inventory performance to meet goals set.	2,000,000	4,000,000
Order Engineer	Diploma / Degree	2-3	Order handling & technical review. Fabrication drawings to vendors & customers. Mechanical design. QA/QC inspection.	2,000,000	4,000,000
Sales & Service Engineer	Degree	3-4	Sales & service to local & international customers. Prepare quotation, presentation material, sales analysis report, customer complaints report, etc.	6,000,000	9,000,000
Electrical/Mechanical Engineer	Degree	2-5	To manage the facilities control system. Plan & control maintenance work. Coordinate with customers & contractors on all site matters.	3,500,000	7,000,000
Process Engineer	Degree	2-3	To develop process for new products & improve product process for current products. Knowledge of SPC, DOE & FMEA.	5,000,000	8,000,000
Planning Engineer	Degree	5-8	Planning of production floor layout to enable efficient process & material flow. Implement low cost manufacturing.	8,000,000	12,000,000



HUMAN RESOURCES

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
HR Clerk / Assistant	Diploma / Degree	2	General HR admin duties. Maintenance of leave/medical records. Co-ordinate interviews.	2,500,000	3,500,000
HR Officer / Executive	Degree	3	Active screening & recruitment of staff. Co-ordinate recruitment ads. Ensure consistent benefits & compensation practice.	3,500,000	6,000,000
Training Executive	Degree	2-3	Conduct company training programmes. Knowledgeable of commonly used concepts, practices & procedures. Sourcing for external trainers.	5,000,000	8,000,000
Training Manager	Degree	5-6	Design, plan & implement training programmes; policies & procedures; and career development programmes.	10,000,000	15,000,000
HR Manager	Degree	5-7	Design, plan & implement HR policies & procedures. In charge of recruitment, salary & staff benefits. Performance evaluation. Determine & enforce government regulations. Supervise team of HR executives.	17,000,000	25,000,000



INFORMATION TECHNOLOGY

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Helpdesk Analyst	Degree	1-3	Remotely troubleshoot problems through email/telephone by taking over the control users' terminals via LAN/WAN connections. Plan, coordinate & support business processes, systems & end-users. Handle phone-in & escalation of problems.	3,000,000	6,500,000
Analyst Programmer	Degree	2	Design, code & test programs to support the application systems development plan.	4,000,000	6,000,000
Web Designer	Degree	2	Develop innovative web-based design application & content management.	4,000,000	6,500,000
IT Executive	Degree	2	Maintain sufficient, standard & reliable systems/infrastructure to ensure effective & efficient operations. Implement IT procedures & processes to ensure maximum data protection/security.	4,000,000	6,500,000
Systems Programmer / Software Engineer	Degree	2-3	Familiar with software development life cycles. Possess skills in application design. Prepare program specifications, coding/ documentation & testing.	6,000,000	10,000,000
IT Administrator	Degree	1-3	Provide implementation & administration involving LAN, WAN & dial up connectivity, firewall, reverse proxy & technical support.	4,000,000	6,000,000
Network Administrator	Degree	2-3	Administrate & operate LAN & WAN networks, system management & hardware support.	5,000,000	9,000,000
Business / Systems Analyst	Degree	3-5	Perform systems feasibility studies, analysis & design to meet user requirements & application. Work closely with engineers & technical support to resolve customer issues. Provide technical application support to users.	4,500,000	8,000,000
Database Administrator	Degree	3	Responsible for administration & technical maintenance of the company's distributed database system.	4,000,000	7,000,000
Systems Engineer	Degree	2-3	Provide system design & consultancy to customers. Respond to requests for technical queries & support. Conduct technical training to customers & IT administrators.	5,000,000	8,000,000
Network Support Engineer	Degree	3-5	Perform communication & networking systems analysis & design planning for integration. Support of network in internet, intranet & extranet. Analyse & participate in the development of security standardisation & implementation of security controls for LAN & WAN.	6,000,000	10,000,000
Technical Consultant	Degree	2-4	Tracking problems & changes. Continuity of ownership & documentation of IT operational problems from occurrence to resolution, including post resolution analysis. Provide solutions to IT related service problems.	5,000,000	10,000,000



INFORMATION TECHNOLOGY

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Software QA/ Test Analyst	Degree	3-5	Testing, certifying, auditing software products.	7,000,000	11,000,000
CRM Consultant	Degree	4	In-depth understanding of Customer Relationship Management (CRM) technologies. Excellent pre-sales experience in a vendor environment. An understanding of the telecommunications industry. Understanding of Data Warehousing/Business Intelligence software.	9,000,000	15,000,000
ERP Consultant	Degree	5-8	To provide functional or technical advise on the implementation of ERP solutions. Must have some domain knowledge in order to map processes.	12,000,000	20,000,000
Data warehousing Consultant	Degree	3-8	To develop data mining techniques, architecting database, production support. Assist administrators and developers.	8,500,000	18,000,000
IT Manager	Degree	5-7	Oversee the smooth running of the IT systems. Troubleshoot & assist the organization in any IT matters or problems. In tune with all the new IT developments in the required fields.	17,000,000	28,000,000
Project Manager	Degree	4	Plan, direct & execute project management activities for an area/ division. Monitor progress against schedule & project budget. May allocate or assist in the allocation of appropriate resources to deliver project results.	10,000,000	17,000,000
Business Development Manager	Degree	5	Commercially aware of customers' needs. Possess the acumen necessary to grow sustainable & profitable business. A strong intellect capable of grasping & clearly communicating complex business & technology concepts.	13,000,000	20,000,000
Account Manager	Degree	3-4	Responsible for achievement of IT products and/or solution sales & revenue target. May be assigned to target specific industry verticals.	10,000,000	17,000,000
Inside Sales Representative	Degree	3-5	To identify leads and generate sales using telephone contact and internet technologies.	3,500,000	5,500,000
Pre-sales Consultant	Degree	3-5	Helping the sales team to achieve the specified target by providing technical support, demonstration, RFP and solution architecting.	5,000,000	8,500,000
Regional Sales Manager	Degree	5	Able to build & grow geographical sales territories. Identify, qualify & close sales opportunities through prospecting & cross marketing of new products & technologies to existing & new customers.	14,000,000	25,000,000



LOGISTICS & WAREHOUSING

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Warehouse / Store Assistant	Diploma	1-3	Basic warehouse operations. Receive, unpack, pack, pick and check cargos.	2,000,000	4,000,000
Shipping Assistant	Diploma	1-3	Prepare shipping documentation. Knowledge of LC / BL. Ensure smooth delivery & handle customers' inquires. Verification of freight invoices, cycle count, etc.	2,000,000	4,000,000
Warehouse Supervisor	Degree	3-5	Manage warehouse operations. Receive, issue, pick & pack. Ensure timely shipment.	4,500,000	7,000,000
Operations Executive	Degree	2-3	Manage warehouse operations & ensure proper documentation. Plan cargo schedules. Inventory control / management and reconciliation of suppliers' invoices.	3,000,000	5,000,000
Shipping Supervisor	Degree	4-5	Organize receiving & issuing of goods. Manage the shipping operations & ensure proper documentation. Ensure quantity & quality of goods.	4,000,000	5,000,000
Warehouse Manager	Degree	4-5	Plan for efficient storage & systematic retrieval. Manage all warehouse activities. Proper upkeep of the store and warehouse. Identify reliable and cost efficient freight forwarders.	12,000,000	17,000,000
Distribution Manager	Degree	6-7	Manage ordering & distribution of goods. Ensure timely deliveries to maximise sales. Liaising with the forwarder on the timing of arrival of goods.	16,000,000	25,000,000



OFFICE SUPPORT

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Data Entry Clerk	Diploma	1-2	Input information into a computer. Processing & transmission of data.	1,500,000	2,000,000
Security Officer	High School / Diploma	3-4	Protect property against fire, theft & illegal entry. Make routine periodic tours around buildings & grounds. Check visitors for proper identification & clearance.	1,200,000	1,500,000
Despatch cum Office Boy	High School / Diploma	1-2	Mail delivery & collection. Motorbike & license required. Run simple errands.	1,000,000	1,200,000
Receptionist / Front Office Assistant	Diploma	1-3	Receive customers. Attend to phone calls. Admin duties.	2,000,000	2,500,000
Personal Driver	High School / Diploma	2-3	Chauffeur high-ranking management or visitors. Run errands. Good driving record.	1,000,000	1,300,000
Administrative Clerk / Co-coordinator	Diploma	1-3	Sort & distribute mail. Prepare simple business correspondence & reports. Attend to telephone enquiries & visitors. Filing.	1,500,000	2,500,000
Secretary	Diploma	2-4	Schedule appointments, travel arrangements & attend to callers. Take dictation. Relieve officials of clerical work & administrative duties.	4,000,000	6,000,000
Executive Secretary	Diploma	3-5	Work with top management. Take & transcribe minutes of meetings. Execute routine secretarial assignments. Provide supervision & work co-ordination of other staff.	5,500,000	8,500,000
Administration / Office Manager	Diploma / Degree	4-6	Responsible for office administration & management, i.e. human resources, office lease, property facilities & records. Assigning work to other clerical employees & ensuring conformance to office policies.	7,500,000	12,000,000



SALES & MARKETING

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	MIN. SALARY	MAX. SALARY
Promoter / Retail Assistant	Diploma	1-2	Front Line. Counter sales. Promote products in store.	1,500,000	2,000,000
Sales Co-coordinator	Diploma / Degree	2-3	Coordinate client leads & customer sales. Process sales orders.	2,500,000	3,500,000
Market Researcher	Diploma / Degree	2-4	Collect & analyze information to assist in marketing.	2,500,000	4,000,000
Customer Service Executive	Diploma / Degree	2-3	Entertain customer inquiries. Service existing customers & their needs. Visits to customers' office when necessary.	2,500,000	3,500,000
Marketing Executive	Diploma / Degree	2-4	Marketing of new or existing products and services. Collate market trends for product development. Liaise with ad agencies & suppliers. Production of marketing materials.	3,000,000	5,500,000
Brand / Product Manager	Degree	3-4	Conceptualise & execute activities for brand positioning. Determine product pricing. Maintain & direct product's image in the market.	10,000,000	18,000,000
Sales Executive	Degree	2-3	Lead generation. Sell products & services on BtoB basis. Prepare & submit proposals. Involve in sales pitch.	3,000,000	3,500,000
Advertising Manager	Degree	4-5	Develop company's advertising strategy according to brand/product/ corporate policies. Liaise with advertising agencies to create the company's product/image. Prepare and track A&P spending. Develop promotional & sales support materials.	10,000,000	15,000,000
Marketing Manager	Degree	4-5	Co-ordinate marketing activities. Organize marketing functions & campaigns. Involve in product launches & preparation of marketing plan.	25,000,000	35,000,000
PR Manager	Degree	4-6	Plan & develop communication strategies. Promote complete information flow within the organization & build positive media & public relations.	15,000,000	26,000,000
Sales Manager	Degree	5-7	Plan & manage business strategies. Meet sales targets & quotas. Develop consulting service/product according to market needs. Co-ordinate activities of sales team. Monitor budget achievement. Prepare forecasts.	15,000,000	25,000,000

About Kelly Services®

Kelly Services, Inc. (NASDAQ: KELYA, KELYB) is a world leader in human resources solutions headquartered in Troy, Michigan, offering temporary staffing services, outsourcing, vendor on-site and full-time placement. Kelly operates in 37 countries and territories. Kelly provides employment to more than 750,000 employees annually, with skills including office services, accounting, engineering, information technology, law, science, marketing, creative services, light industrial, education, and health care. Revenue in 2007 was \$5.7 billion.

A Company of Specialists in Indonesia

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

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



Kelly Services

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

www.kellyservices.co.id