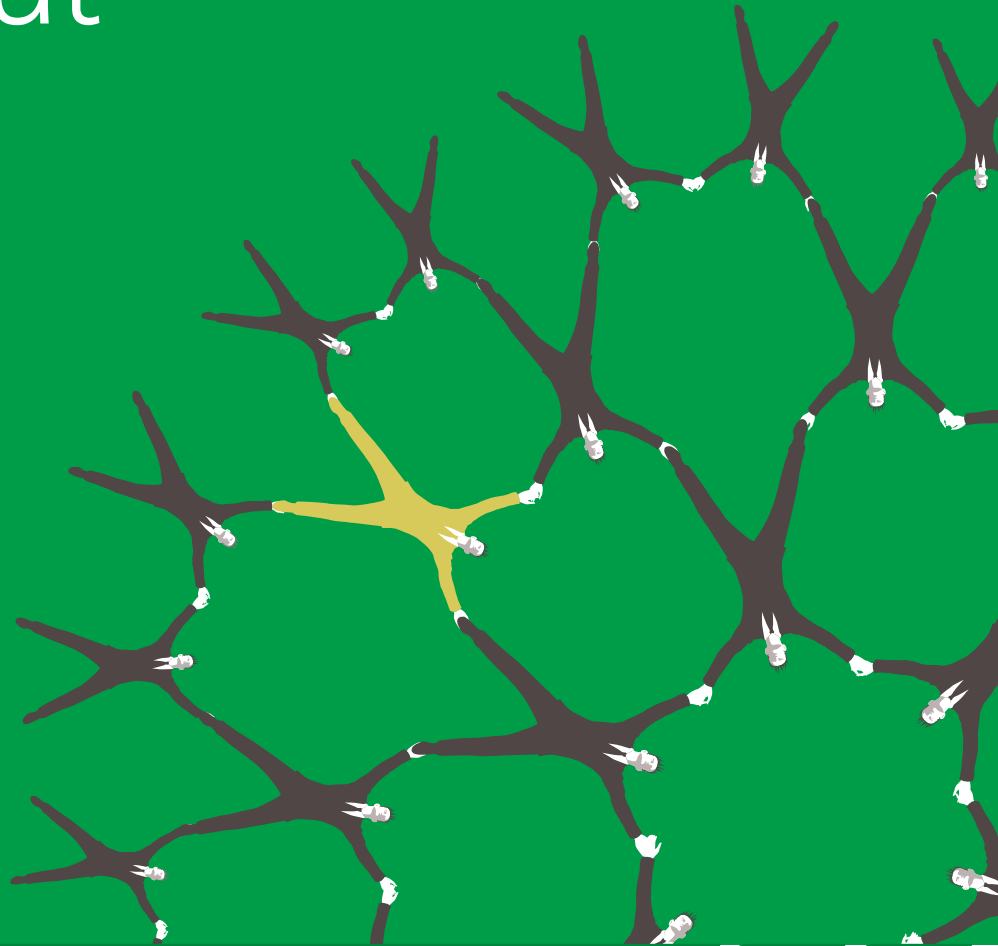


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Malaysia Salary Handbook

| A Practitioner's Insight to Salaries Across Industries |

2008/09

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**KELLY**<sup>®</sup>  
Talent at work

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## FOREWORD

We are pleased to present the Kelly Services Malaysia Salary Handbook 2008/09, a comprehensive reference tool on the latest salary trends and new job titles.

The aim of this handbook is to provide an insight to the latest salary ranges for various positions across industries in Malaysia through a compilation of salaries and job titles. The salary ranges are indicative of actual transactions between employers and employees and represent a reflection of the marketplace. The compiled findings are presented in an easy to read format for your reference.

For 2008, we will continue to see an increased number of opportunities in the Manufacturing, Information Technology, Engineering, Banking & Finance sectors as well as in the growing and diversifying Service sector. We expect an exciting year with more new job titles being created and an increased demand for talent with specialized skills in areas of marketing and business development, mechanical engineering and specialization in computer and IT software.

With Malaysia's healthy growth outlook and the anticipated robust employment climate, competitive and attractive remuneration packages will continue to be strong components in attracting and retaining specialized talent.

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

We trust you find this 2008/09 Malaysia Salary Handbook from Kelly Services useful to your business.



**Melissa Norman**  
VP and Country General Manager

\*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 effective 29th September 2008. Visit us at: [www.kellyservices.com.my](http://www.kellyservices.com.my)

## KEY FINDINGS

The Salary Guide was initiated to provide to our customers a benchmark of salary ranges practiced across various industries and positions within Malaysia. The information were tabulated during the first quarter of 2008.

### STAFFING OPPORTUNITIES

With a strong 7.1% gross domestic product (GDP) growth in the first quarter of 2008, the employment opportunity in 2008 is expected to remain robust with an increase number of opportunities in the Manufacturing, Information Technology, Engineering, Service and Banking & Finance sectors; with new job titles being created to cater to the changing demands within these sectors.

With many MNCs setting up new operations in Malaysia, there is an increase in hiring opportunities within the Oil and Gas, Electrical and Electronics, Plastics and Construction sectors. This has created an increase in salary increment and benefits offered to skilled workforce with an average of 5.9% increment among non-executive and executive levels.

The Information Technology (IT) industry has gained momentum in both the Northern and Central region with an increase in hiring of talents during the last quarter of 2007 and the 1st quarter of 2008. Both regions saw an increase in contract and temporary positions being offered.

Salaries for skilled workforce within the IT industry registered a 10% increase in minimum salary. A sales and marketing manager or a business development manager with 4 - 6 years experience armed with a degree can expect a salary increase of 10% -15% as there is a higher demand for well rounded candidates who are able to multi task and meet performance expectations.

## SKILLS AND SPECIALIZATIONS IN DEMAND

New job titles with specialization skills in IT software has arisen due to the prospective outlook of Malaysia as an IT regional hub and with the upcoming 16th World Congress on Information Technology (WCIT 2008) being showcased in Kuala Lumpur, Malaysia in May 2008. This would provide MSC Malaysia-status companies a platform to represent their potential as being some of the most innovative, creative and home-grown solutions in software and e-solutions, shared services and outsourcing as well as creative multimedia.

An exciting year is expected with an increased demand for talent with specialized skills in areas of marketing and business development, mechanical engineering, administration, human resources and accounting. Human Resources is increasingly playing a strategic and business partner role in most organizations as attracting and retaining talents becomes a major issues faced globally. Call Centre agents will continue to be in high demand as key contact points of the businesses as more companies are moving towards outsourcing this function.

Continuous expansion in the Engineering industry as a result of healthy pipelines of the construction, marine and offshore engineering industries creates a demand for engineers with specific skills being targeted by most companies.

## HUMAN RESOURCES STRATEGIES

With Malaysia's anticipated robust employment climate, competitive and attractive remuneration packages will continue to be strong components in attracting and retaining specialized talent. Human Resources top priorities would be staff retention, succession planning as well as leadership and skills development through training to contribute towards achieving a high performance-based business.



## CALL CENTRE

With the recent trend to relocate Call Centres to Malaysia with the industry recording continued growth potential across Asia-Pacific, Call Centre agents are in high demand due to their value as key contact points for businesses and thus serve as a revenue generating unit. The industry service standard has been raised tremendously over the years as Call Centre Agents are expected to project the professional corporate image. They need to provide one-stop service to customers, so they are intensively trained to cross-sell all products for the companies. There is also an anticipated growth in demand for foreign talent due to multi-lingual skills requirements.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
<b>CALL CENTRE</b>					MYR	MYR
Telemarketer (Outbound)	SPM/Diploma/Degree	2-3	Sell products/services via telephone. Market intelligence. Commission basis.	S C/N	1500 1600	1800 2000
Customer Service Officer – Inbound	SPM/Diploma/Degree	1-2	Handle all inbound calls. Answer customer enquiries. Resolve customer issues. Promote new & old products.	S C/N	1200 1800	2200 2600
Senior Customer Service Officer	SPM/Diploma/Degree	2-3	Oversee small team of officers. Supervise & assist in training. Handle customer enquiries.	S/N C	1800 2500	2500 3500
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.	S C/N	2500 4000	4000 6000
Call Centre Team Leader	SPM/Diploma/Degree	3-4	Oversee team of junior & senior officers. Handle HR issues: discipline & counseling. Shift scheduling.	S C/N	2500 4000	4000 6000
Operations Executive	Diploma/Degree	2-3	Oversee a certain type of service/division. Report to Call Centre Manager. Handle internal inquiries & divisional operations.	S/N C	2500 3500	4000 5500
Call Centre Supervisor	SPM/Diploma/Degree	4-5	Lead team leaders. Build relationships with clients. Resolve customer issues. Work with team members to hit targets & maintain service levels.	S/N C	2800 4500	4000 7000
Call Centre Manager	Diploma/Degree	4-5	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.	S/N C	3500 5500	4500 7000

Note: Salary scale may vary depending on size of Call Centre operations.



## BANKING & FINANCE

Banking and Finance industry in 2008 will be a year of rapid growth and change. Buoyed by the surge in employment and economic factors in 2007, 2008 will ride a higher wave in terms of salary increment and performance bonus. With the Banking and Finance industry remaining competitive with more innovative banking and financial products and services being offered, employers are expected to recruit and retain talent by providing them with commissions and performance based bonuses out of the usual bonus. For employers, this signifies a chance to explore innovative retention strategies to keep their talents with them in the year ahead. Management-level movement will remain, while we may see more staff movement at the rank and file levels as transaction increase.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
<b>BANKING</b>					MYR	MYR
Loans Clerk	SPM/STPM	1-3	Support loans department with routine administrative tasks. Filing. Typing.	S/N C	850 950	1000 1200
Bank Teller	SPM/STPM	1-3	Answer customer enquiries. Open new accounts. Receive deposits & pay out withdrawals. Update customers' details. Record transactions. Balance cash.	S/N C	800 1200	950 1400
Management Trainee	Diploma/Degree	0-2	Management training. Learn daily operations of branch. Perform operations, credit, collection & loan activities.	S/N C	1200 1600	2000 2500



# BANKING & FINANCE

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
					MYR	MYR
<b>BANKING</b>						
Credit & Loans Officer	Diploma/Degree	2-3	Evaluate & process applications for credit/loans. Investigate credit risk. Promote bank products & services.	S/N C	1600 2000	2200 2800
Internal Auditor	Degree	2-3	Implement internal controls.	S/N C	2200 2500	2500 3500
Credit Manager	Degree	5-6	Manage team of credit supervisors. Monitor application procedures, policies & standards.	S/N C	3500 4000	4000 5500
Assistant Branch Manager	Degree	5-6	Assist in overseeing the daily branch activities & supervision of all staff.	S/N C	3800 4200	5000 5800
<b>FINANCE</b>						
Payroll Clerk	SPM/LCCI	1-2	Calculates, prepares & distributes payroll, taking into account overtime & deductions such as tax, EPF, SOCSO, insurance payments, etc.	S/N C	1000 1200	1500 1800
Credit Control Assistant	Diploma/Degree	1-2	Handle administration of Accounts Receivables. Do data entry. Prepares documentation of loans & accounts that have amounts owing & forward reports for legal action.	S/N C	1000 1500	1600 2500
Accounts Clerk/Assistant	SPM/Certificate/Diploma	1-2	Record & compile summaries of organization's financial transactions for management purposes. Handle partial set of accounts.	S/N C	1200 1500	1500 2000
Credit Control Officer/Executive	Diploma/Degree	2-4	Contacting customers. Sending follow-up inquiries. Negotiating with past due accounts for debt recovery.	S/N C	1800 2500	2500 3000
Accounts Supervisor	LCCI Higher/Diploma/Professional Certificate	2-4	Supervise & delegate work to clerical staff. Assist in the analysis of financial statements & year-end closing/audits.	S/N C	2200 2700	3000 3500
Financial Analyst	Degree	2-4	Conduct financial analysis, projects & statistical studies.	S/N C	3000 4000	4500 6000
Auditor	Degree/Professional Certificate	2-3	Ensure financial statements are accurate by verifying that assets & liabilities mentioned in reports really exist. Analyse sample of work done & interview staff about the way they go about their work.	S/N C	2500 3800	4000 5000
Accountant	Degree/Professional Certificate	2-3	In charge of general accounting that involves the preparation of statistical data & financial reports concerning profits, cash & inventory. Analyse, report & give advice on the financial dealings of organizations/individuals. Advise on associated record-keeping & compliance requirements.	S/N C	4000 4500	6000 6000
Accounts Payable Manager	Degree	3-4	Ensure timely payments of vendor invoices, expense vouchers & maintain accurate records & control reports. Manage a staff of administrators/clerks.	C S/N	4000 4000	4500 4500
Credit Control Manager	Diploma/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.	S/N C	4000 4000	5000 6000



## OFFICE SUPPORT

2008 will see an increasing trend in hiring capable and well-rounded personnel who can handle reception, administration and basic accounting responsibilities. There has been a great demand in talents like Secretaries, Office Coordinators and Personal Assistants who can handle a diverse portfolio and be an active participant in the company's growth.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
<b>OFFICE SUPPORT</b>					MYR	MYR
Despatch cum Office Boy	PMR/SPM	1-2	Mail delivery & collection. Motorbike & license required. Also run simple errands. Travel allowances/claims provided.	S/N	900	1000
				C	900	1100
Data Entry Clerk	SPM	1-2	Input information into computer for storage, processing & transmission.	S/N	900	1200
				C	1000	1500
Receptionist/Front Office Assistant	SPM	1-2	Receive customers. Attend to phone calls. Administrative duties.	S/N	900	1200
				C	1000	1600
Personal Driver	SPM	2-3	Transport personnel/visitors. Run errands. Drivers license.	S/N	900	1400
				C	1100	1600
Administrative Clerk/Co-ordinator	SPM	1-2	Sort & distribute mail. Write business letters/reports. Answer telephone enquiries. Attend to visitors. Filing.	S/N	900	1400
				C	1000	1500
Security Officer	SPM/Diploma	3-4	Protect property against fire, theft & illegal entry. Make routine periodic tours around buildings & grounds. Check visitors for proper identification & clearance.	S/N	1300	1600
				C	1500	1800
Secretary	PSC/Diploma	2-4	Schedule appointments. Give information to callers. Take dictation. Relieve officials of clerical work & minor administrative duties.	S/N	1500	2500
				C	2200	3500
Executive Secretary	PSC/Diploma/Degree	4-6	Work with top management. Takes & transcribes minutes of BOD meetings. Execute routine secretarial assignments. Provide supervision & work co-ordination of other staff.	S/N	2500	4000
				C	3000	5000



## SALES, MARKETING & ADVERTISING

Sales, Marketing & Advertising talent are essential in most, if not all industries and organizations are placing more emphasis on branding and meeting sales targets. With the entry of some new exciting retail shopping centers during the last quarter of 2007, emphasis on raising service levels and promoting Malaysia as a retail hub to foreign tourist particularly from the Middle East markets has increased demand for talent in these sectors. Talents with specific skills in market research as well as a flair for creativity and a specialized knowledge of an industry's products and services are in demand.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
<b>SALES &amp; MARKETING</b>					MYR	MYR
Promoter/Retail Assistant	SPM/Certificate	1-2	Front line. Counter sales. Promote products in-store.	S/N	800	1100
				C	1000	1500
Customer Service Executive	Diploma/Degree	2-3	Entertain customer inquiries. Servicing existing customers & their needs. Indoor support. Occasional visits to customers' office.	S/N	1300	1800
				C	1800	2500
Market Researcher	Diploma/Degree	2-4	Collect & analyze information to assist in marketing.	S/N	1300	2000
				C	1800	2800
Sales Co-ordinator	SPM	2-3	Co-ordinate client leads & customer sales. Process sales closures.	S/N	1300	1800
				C	1800	2500
Sales Executive	SPM/Diploma/Degree	2-3	Sell products & services. Proposals. Sales pitch. Outdoor sales.	S/N	1600	2500
				C	2000	3000



# SALES, MARKETING & ADVERTISING

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
SALES & MARKETING					MYR	MYR
Marketing Executive	Diploma/Degree	2-4	Marketing of new/existing products/services. Development of new products. Liaise with ad agencies & suppliers. Production of marketing materials.	S/N C	2000 2500	2800 3500
PR Manager	Degree	4-6	Plan & develop communication strategies. Promote complete information flows within the organization & build positive media & public relations.	C S/N	4000 3500	6000 5000
Advertising Manager	Higher Diploma/ Degree	4-5	Develop company's advertising strategy. Liaise with advertising agencies to create the company's product/image. Prepare and manage A&P budget. Develop promotional & sales support materials.	C S/N	4000 3500	6000 5000
Brand/Product Manager	Higher Diploma/ Degree	3-4	Market company's major brands/products. Determine product pricing. Maintain & direct product's image in the market.	C S/N	4000 3500	6000 5000
Marketing Manager	Higher Diploma/ Degree	4-5	Co-ordinate marketing activities. Organize marketing functions & campaigns. Involve in product launches & preparation of marketing plan.	S/N C	3500 5000	5000 8000
Sales Manager	Degree	4-5	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.	S/N C	4000 5000	6000 8000
ADVERTISING						
Copywriter	STPM/Certificate/ Diploma/Degree	2-3	Compose written material to advertise products/services. Interpret how potential market will react to advertising proposal.	S/N C	2500 2500	2800 3000
Graphic Designer	Graphic Certificate/ Diploma	2-4	Produce art & layouts for reproduction in print/electronic media.	S/N C	2200 2500	3000 3500
Media Planner	Diploma/Degree	2-3	Organise & purchase advertising space on print/electronic media. Liaise between client & media owners.	S/N C	2500 2800	3000 3500
Advertising Account Executive	Diploma/Degree	1-3	Service existing clients. Device & coordinate advertising campaigns & strategies.	S/N C	2500 2800	3000 3500



# HUMAN RESOURCES

HR has increasingly played a more strategic and business partner role in organizations. Retention, career development, competitive compensation and benefits are some of the areas critical to many organization today for attracting and retaining good talent. Through this dynamic evolution, we will see greater opportunities for HR practitioners in the attraction, retention and development areas. All HR practitioners will need to strengthen their knowledge particularly in these fields.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
HUMAN RESOURCES					MYR	MYR
HR Assistant	SPM/Certificate	2	General HR admin duties. Maintenance of leave/medical records. Co-ordinate interviews.	S/N C	900 1200	1200 1500



## HUMAN RESOURCES

Training Executive	Diploma/Degree	2-3	Conduct company training programmes. Knowledgeable of commonly used concepts, practices & procedures.	S/N C	2000 2000	3500 3500
HR Officer/ Executive	Diploma/Degree	3-4	Conduct recruitment & employment of staff. Handles benefits & compensation.	S/N C	2200 2500	3500 3500
HR Manager	Diploma/Degree	3-4	Design, plan & implement HR policies & procedures. In charge of recruitment, salary & staff benefits. Performance evaluation. Determine & enforce government regulations. Supervise team of HR executives.	S/N C	4000 4000	5000 6000
Recruitment Manager	Diploma/Degree	2-3	Conduct recruitment. Handle benefits, performance evaluation, supervise team of HR assistants.	S/N C	2500 3000	3500 5000



## LOGISTICS & WAREHOUSING

Logistics continue to be a key success factor for a company to gain competitive advantage. There is potential growth for 3PLs as more companies move towards out-sourcing this function in anticipation of cost and time reduction and increased geographical coverage. The challenges for Logistics companies are to attract, manage and groom talents who will drive growth in this competitive and growing market.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
<b>LOGISTICS &amp; WAREHOUSING</b>					MYR	MYR
Warehouse/Store Assistant	PMR/SPM	1-3	Basic warehouse operations. Receive, unpack, check & store goods. Fill requisitions & orders.	S/N C	800 900	1200 1200
Shipping Assistant	SPM/Certificate	1-3	Assemble orders & prepare goods for shipment. Complete shipping reports/documentation.	C S/N	1200 1000	1500 1500
Operations Executive	Diploma/Degree	2-3	Co-ordinate shipping operations & ensure proper documentation. Plan cargo schedules.	S/N C	1800 2000	2500 3000
Shipping Supervisor	Diploma/Degree	4-5	Organize receiving, storing & sending out of goods to suppliers. Manage office operations & staff. Ensure quantity & quality of goods are checked.	S/N C	1800 2000	2500 3000
Warehouse Manager	Diploma/Degree	4-5	Manage all warehouse activities.	S/N C	3500 3500	5000 6000
Assistant Distribution Manager	Degree	4-5	Manage ordering & distribution of goods. Ensure timely deliveries to maximize sales.	S/N C	3800 3800	5000 5500



## INFORMATION TECHNOLOGY

The Information Technology (IT) industry has gained momentum in the Northern region with an increased hiring of talents for 2008. Central region also registered a rising demand for talent within the IT industry with both regions seeing an increase in contract and temporary positions. New job titles with specialization in IT software have arisen due to the prospective outlook of Malaysia as an IT regional hub, allowing Malaysia to remain competitive as a business destination for more organizations. IT professionals will continue to seek different challenges, exposure and there will be an expected increase in salary scale depending on area of expertise.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
<b>INFORMATION TECHNOLOGY</b>					MYR	MYR
IT Executive	Higher Diploma/ Degree	2	Maintain sufficient, standard & reliable systems & infrastructure to ensure effective & efficient operations. Implement IT procedures & processes to ensure maximum data protection/security.	S/N C	2500 2800	2800 3000



# INFORMATION TECHNOLOGY

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
INFORMATION TECHNOLOGY					MYR	MYR
IT Administrator	Diploma/Degree	1-2	Provide implementation & administration involving LAN, WAN & dial up connectivity, firewall, reverse proxy & technical support.	S/N C	2500 2800	3000 3200
Programmer	Degree	1-2	Responsible for systems development of applications in the company.	S/N C	2500 2800	3000 3200
Help Desk Analyst	Degree	2-3	Remotely troubleshoot problems via email/telephone through taking over the Control Users' terminals via LAN/WAN connections. Plan, coordinate & support business processes, systems & end-users. Handle phone-in problems & escalation of problems.	S/N C	2500 2800	3200 3500
Systems Programmer	Degree	2	Familiar with software development life cycles. Possess skills in application design. Prepare program specifications, coding/documentation & testing.	S/N C	2800 2800	4000 3800
Analyst Programmer	Degree	2	Design, code & test programs to support the Application Systems Development plan.	S/N C	2800 2800	4000 3800
Web Designer	Degree	2	Develop innovative web-based design application & content management.	S/N C	2800 2800	4000 4000
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.	C S/N	2500 2000	4000 4000
Software Engineer	Degree	2-3	Implement customer specific projects. Work closely with internal & external staff. Perform requirements definition, implementation & testing. Usage of GUI tools.	C S	2500 2000	3500 4000
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.	C	3600	5000
Database Administrator	Degree	2-3	Responsible for administration & technical maintenance of the company's distributed database system.	C S/N	3000 2500	5000 4800
Network Administrator	Degree	2-3	Administrate & operate LAN & WAN networks, system management & hardware support.	C	2500	5000
Account Manager	Degree	3-4	Responsible for achievement of sales & revenue target. Strong initiative to collaborate with network & solution providers & alliances to meet business objectives set.	C S/N	3500 2500	5000 5000
Technical Consultant	Degree	2-3	Effective & efficient tracking of 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.	C	3500	5000



# INFORMATION TECHNOLOGY

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
INFORMATION TECHNOLOGY					MYR	MYR
IT Manager	Degree	4-6	Troubleshoot & assist the organization in any IT matters or problems. In tune with all the new IT developments in the required fields.	C	4000	6000
Business Development Manager	Degree	3-4	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.	S/N C	4500 4500	6000 6000
Project Manager	Degree	3-5	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.	S/N C	5000 5000	8000 8000
Logistics Manager	Degree	3-5	Planning, managing and controlling the operational activities (including trucking and warehousing). Manage IT projects. Provide user applications and technical support.	S/N C	4500 4500	6500 6500
Inside Sales Specialists	Degree	2-3	Responsible for selling products and services to businesses and personal users. Sales are generated by receiving and making return calls to customers.	C	2500	4500
Channel Sales Specialist	Degree	2-3	Responsible for developing account pipelines and driving sales or product portfolio carried by the company via targeted partners.	S/N C	2500 2500	4500 4500
Helpdesk tech support (foreign languages)	Degree	2-3	Troubleshoot and resolve customers technical issues. Update the database with customer details on each call. Effectively escalate technical issues to more senior-level support.	S/N C	3000 3000	6000 6000
Websphere Application Developer	Degree	3-5	Design Websphere applications. Design application and produce related design documentation.	S/N C	3500 3500	6500 6500
IT Trainers	Degree	2-3	Provide training to internal and external staff.	C	3000	5000
SAP Consultants	Degree	3-5	To provide and roll out application support on SAP system. Maintenance of comprehensive and accurate documentation and services that conforms fully with established policies, standards, procedures and guidelines.	C	4000	7500
Service Delivery Manager	Degree	4-6	Service reviews. Management and coordination of service lines. Customer relationship management. Basic infrastructure/technical knowledge.	S/N C	4500 4500	7500 7500
IT Procurement Specialist	Degree	2-4	Perform supplier process assurance & liaise with supplier to resolve quality issues. Solve daily issues such as costing, inventory adjustments, etc.	C	3000	5500
Software Sales Manager	Degree	2-5	Selling solutions to customers. Building pipelines for the company. Generate revenue via software sales. Maintain good relationship with customers.	S/N C	3500 3000	6000 6000



## INFORMATION TECHNOLOGY

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
Supply Chain Manager	Degree	3-5	Provide quality management support to clients through the integration of major elements of the supply chain. Also to provide total logistics management.	S/N	3500	6000
				C	3500	7000
Quality Assurance Specialist	Degree	3-5	Responsible for implementing, maintaining and enhancing test plans, test scripts, and test methodologies that ensure exhaustive testing of all assigned in-house infrastructure software systems & processes.	S/N	3500	5500
				C	3500	5500
Problem & Change Management Specialist	Degree	3-5	Responsible for the review, coordination, communication and documentation of problems and changes in all systems.	S/N	4500	7500
				C	4500	7500
Security Analyst	Degree	3-5	System account administration, access object maintenance and administration.	S/N	4500	7500
				C	4500	7500



## ENGINEERING & TECHNICAL

With the Manufacturing sector remaining robust with many prominent MNCs setting up new operations in Malaysia, there is an increase in hiring opportunities within the Oil & Gas, Electrical & Electronics, Plastics and Construction sectors. This created an increase in salary increment and benefits offered to skilled workforce with an average of 5.9% increment among non-executive and executive levels. Malaysian medium to large enterprises continued to face a shortage in skilled workers. The demand for engineers is expected to be higher for 2008 with employers facing a continued challenge to compete with other companies in attracting skilled and talented workforce and retaining them.

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
<b>CONSTRUCTION</b>					MYR	MYR
Draughtsperson	Diploma/Degree	1-3	Prepare drawings, estimates & plans. Liaise with builders, contractors & government bodies.	S/N	1500	2400
				C	1500	2400
Site Supervisor	Certificate/ Diploma	2-3	Supervise work at construction site. Interpret building plans & organise projects. Implement regulations & codes of practice. Monitor compliance. Co-ordinate workers.	S/N	2000	2500
				C	2000	2500
Safety Inspector	Safety Certificate/ Diploma	2-3	Inspect machines, equipment & workplaces for safety issues. Implement safer work practices. Investigate & write reports.	S/N	2200	3000
				C	2200	3000
QA Inspector	Degree	4-5	Examine building to ensure they meet all standards of presentation & quality. Take corrective action if necessary. Analyse quality assurance data. Make recommendations for improvement. Train & assist workers to carry out their quality control functions. Compile reports.	S/N	2500	4000
				C	2500	4000
Quantity Surveyor	Degree	3-4	Prepare cost estimates & plans. Audit projects. Manage construction costs. Administer construction contracts.	S/N	2500	3800
				C	2500	3800
<b>TECHNICAL</b>						
Electrical Technician	Technical Diploma	1-3	Involve in planning, design, maintenance & production.	C	1000	1700
				S/N	1200	1500
Technician	Technical Diploma	1-2	Assist engineers in research, design, manufacture, operation & maintenance. Electronics engineering technicians may work under the direction of electronics engineer, technologists & associates in all stages of planning, design, maintenance and production.	C	1200	1800
				S	1200	1800
				N	1400	



# ENGINEERING & TECHNICAL

POSITION	QUALIFICATION	YEARS	JOB DESCRIPTION	REGION	MIN. SALARY	MAX. SALARY
TECHNICAL					MYR	MYR
Test Engineer	Technical Diploma/Degree	1-2	Evaluate, recommend & implement automated test tools & strategies. Write, implement & report status for system test cases. Analyse test cases & provide regular progress reports.	C	2500	3000
Sales Engineer	Technical Diploma/Degree	3-4	Provide technical sales support & technical solutions. Identify customers' needs & sales opportunities.	S/N C	2400 2400	3200 3600
Civil Engineer	Engineering Degree	3-4	Plan, design & direct civil engineering projects. Analyse reports, maps, drawings & other data to design project.	S/N C	2500 2500	4000 5000
Mechanical Engineer	Engineering Degree	3-4	Research, plan & design mechanical products & systems. Design products & systems related to mechanical engineering.	N C S	2500 2500 2200	4000 4000 4500
Chemical Engineer	Engineering Degree	3-4	Design equipment & develop processes for manufacturing chemicals. Conduct research to develop new & improved chemical manufacturing processes.	C	2500	4000
Product Engineer	Engineering Degree	3-4	Perform product engineering development & product support activities. Liaise with other departments, i.e. quality, operations, marketing, testing, etc. & external customers & suppliers.	C	2500	4000
Service Engineer	Engineering Degree	2-3	Provide servicing for products. Ensure performance. Provide training on product maintenance.	C	2500	4000
Technical Manager	Technical Diploma/Degree	4-5	Responsible for quality & performance of equipment/technology. Oversee equipment maintenance & repair. Improve procedures & update equipment/technology.	C	4000	5000
Territory Manager	Degree/Diploma	1-2	Generate revenue towards territory objectives and continuously ensure quality business generation. Develop new business and determine customer needs. Providing best service solutions.	C	2500	3500
Assembly Engineer	Diploma (Electro-Mechanical)	2-3	To carry out assembly, debugging and testing of automation and modules/tool assembly and debugging. To install completed system or upgrade old system to current specs. Able to read, write and create Electronic/Mechanical hardware documentation. To carry out product inspection.	C	2000	2500
R&D Engineer	Diploma/Degree (Electronics/Mechanical)	2-3	To carry out R&D on new technologies. Develop Thermal Spray and Precision Cleaning technology.	N/S C	3000 3000	5000 5000
Lead Electrical Engineer	Degree	7	To lead a team of engineers in design based environment.	C	5000	15000

### About Kelly Services Resources®

Kelly Services, Inc. (NASDAQ: KELYA, KELYB) is a world leader in human resources solutions headquartered in Troy, Mich., offering staffing solutions that include 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. Visit [www.kellyservices.com](http://www.kellyservices.com).



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Kelly Selection Resources is a mid-level management search and selection practice that understands and addresses the needs of organizations in their most critical areas of growth-management strength. We identify leaders to help organizations grow. We cover sector practices and functional practices across a board range of specializations including Banking and Financial Services, Education, Supply Chain, Telecommunications, Retail Services, Hospitality, Human Resources, Sales and Marketing. We also work closely with our other Professional and Technical practices such as Kelly Engineering Resources, Kelly Scientific Resources and Kelly IT Resources to identify leaders in these areas for our clients. Visit [www.kellyselection.com](http://www.kellyselection.com) for more details.



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