

la crème

we get office people

2010

LA CRÈME

SALARY GUIDE

# CONTENTS.

KEY SURVEY FINDINGS	3
SALARY TABLES	5
TEMPORARY	5
PERMANENT	6
MULTI-LINGUAL	8
CONTACT US	9

# LA CRÈME.

OFFICE SUPPORT

SALES & MARKETING

MULTI-LINGUAL

HR & LEGAL

# LA CRÈME.

## OFFICE SUPPORT, SALES & MARKETING, MULTI-LINGUAL, HR & LEGAL

In a recent telephone survey conducted by La Crème, senior level operational and HR managers with staff in the Office Support, Sales & Marketing, Multi-lingual, HR and Legal functions were asked if they expected basic salary levels to increase / decrease or stay the same over the next 12 months and if there was an increase / decrease by what %?

The majority (72.8%) of employers surveyed expect salary levels to remain unchanged over the next 12 months.

18.4% of employers expect salaries to increase by 15% in the next 12 months and a minority (8.8%) of employers expect a 1– 10 % reduction in basic salaries.

*“The first quarter experienced a small upswing in client enquiries for Office Support and Sales & Marketing from both existing and new clients*

*operating across a broad industry base.” explains Ann O’Mahony, Regional Director, La Crème Dublin.*

*“There is a more marked increase in the demand for temporary / contract staff over the permanent option, demonstrating that there is still trepidation in the market and the ‘wait and see’ approach is still prevalent.*

*Employers are aware of the increased volume of candidates in the market and are requesting longer short lists of interviewees with the decision to hire and the hiring process becoming more protracted.*

*Despite the increase in choice, businesses still need to move quickly with a job offer once they have identified a high calibre candidate.*

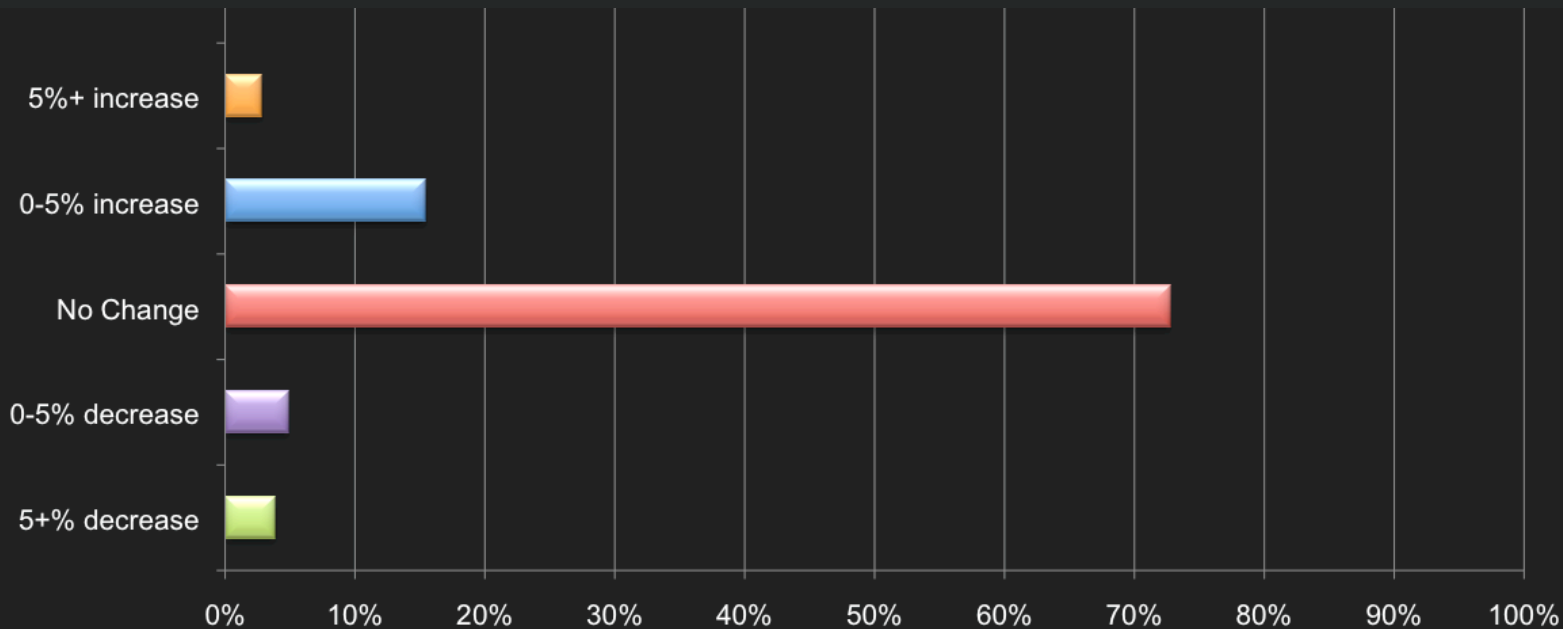
*Candidates, particularly those who are immediately available, have become flexible in their salary expectation with job stability and long term career opportunities featuring more strongly in their decision to move than in previous years.*

*We do not foresee any substantial salary increases this year in the sector however we believe that the Office Support job market is positive compared with six to nine months ago and our optimism continues to remain high for 2010.”*

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## OFFICE SUPPORT, SALES & MARKETING, MULTI-LINGUAL, HR & LEGAL

**Q** Do you expect basic salary levels within your business to increase, decrease or stay the same over the next 12 months and if there is an increase/decrease, by what %?



# OFFICE SUPPORT, SALES & MARKETING, MULTI-LINGUAL, HR & LEGAL. TEMPORARY

		Dublin Low P/H	Dublin High P/H	Cork Low P/H	Cork High P/H	Region Low P/H	Region High P/H
<p>The demand for temporary Office Support staff continued its Q4 2009 growth into Q1 2010. This increased demand appears to be driven by tentative moves on the part of companies to re-staff their depleted work forces with a temporary resource in the short term allowing them the flexibility of either making a role permanent or not depending on market conditions.</p> <p>The pool of temporary workers is larger than in previous years with a consequent drop in hourly rates in most sectors of Office Support. Niche skill sets and specialist industry experience are in demand for fixed term contract roles albeit at slightly lower rates than before.</p>	<b>Legal Secretary</b>	13	16	12	15	12	15
	<b>Personal Assistant</b>	14	16	12	15	12	15
	<b>Secretary (3+ yrs exp.)</b>	13	15	11	14	11	14
	<b>Secretary (1-3 yrs exp.)</b>	11	13	10	13	10	13
	<b>Receptionist (3+ yrs exp.)</b>	12	13	11	13	11	13
	<b>Receptionist (0-2 yrs exp.)</b>	10	12	10	12	10	12
	<b>Secretary / Receptionist (1-2 yrs exp.)</b>	11	12	11	13	11	13
	<b>Administrator</b>	11	15	10	14	10	14
	<b>Data Entry Clerk</b>	10	11	10	11	10	11
	<b>Customer Service Administrator (3+ yrs exp.)</b>	12	13	11	13	11	13
	<b>Customer Service Administrator (1-3 yrs exp.)</b>	11	12	10	12	10	12
	<b>Switchboard Operator</b>	11	13	10	12	10	12
	<b>Customer Service Representative</b>	10	13	10	13	10	13
	<b>Office Junior</b>	9	10	9	10	9	10

# OFFICE SUPPORT, SALES & MARKETING, MULTI-LINGUAL, HR & LEGAL. PERMANENT

	Dublin Low €	Dublin High €	Cork Low €	Cork High €	Regions Low €	Regions High €
After a major decline in hiring for permanent Office Support staff in 2009 there has been a small increase in activity in this sector of the recruitment market in Q1 2010.						
<b>Executive PA</b>	38	55	28	38	28	38
<b>Senior PA</b>	35	45	25	35	25	35
<b>Office Manager</b>	35	55	28	38	28	38
<b>Secretary 3yrs + experience</b>	30	38	23	26	23	26
<b>Secretary 1-3yrs experience</b>	25	30	21	25	21	25
<b>Secretary 6mths – 1 yr</b>	20	24	20	22	20	22
<b>Receptionist 3yrs + experience</b>	26	30	22	26	22	26
<b>Receptionist 1-2yrs experience</b>	22	26	20	23	20	23
<b>Receptionist 0-1yr experience</b>	20	24	19	22	19	22
<b>Admin</b>	20	32	20	30	20	30
<b>Sales Admin</b>	21	30	22	28	22	28
<b>HR Admin</b>	22	30	22	30	22	30
<b>Data Entry</b>	18	25	20	23	20	23
<b>Customer Service Rep 3yrs + exp</b>	25	32	22	28	22	28
<b>Purchasing / Shipping Clerk</b>	22	32	25	30	25	30
<b>Document Controller</b>	21	32	25	30	25	30
<b>Clerical Assistant</b>	19	26	22	26	22	26
<b>Customer Service w / languages</b>	21	34	20	26	20	26
This would tie in with the growth of temporary employment in the final quarter of 2009 – a trend which traditionally is used as a leading business cycle indicator.						
The recruitment cycle is significantly longer than in the past as companies apply exacting standards in getting the right fit of candidate for new roles. Salaries for new hires have dropped reflecting pay cuts taken by similar staff in 2009.						

# OFFICE SUPPORT, SALES & MARKETING, MULTI-LINGUAL, HR & LEGAL. PERMANENT (Cont'd)

		Dublin Low €	Dublin High €	Cork Low €	Cork High €	Regions Low €	Regions High €
The sales and marketing sector also showed tentative signs of growth with demand for experienced and talented business developers and sales people across all sectors.	<b>HR Officer</b>	28	35	25	35	25	35
	<b>HR Generalist</b>	35	45				
	<b>HR Manager</b>	45	70				
The office support legal market is experiencing a very small upswing as legal companies have restructured their businesses out of conveyancing and into insolvency, insurance, defence and commercial litigation. We would expect this trend to continue in 2010.	<b>Marketing Assistant</b>	23	27	23	30	23	30
	<b>Marketing Executive</b>	28	45	28	40	28	40
	<b>Marketing Manager</b>	45	85	40	75	40	75
	<b>Telesales Rep</b>	20	26	20	30	20	30
	<b>Field Sales Executive</b>	25	40	28	40	28	40
	<b>Account Manager</b>	30	50	28	40	28	40
	<b>Key Account Manager</b>	50	60	35	55	35	55
	<b>Sales Manager</b>	45	65	40	60	40	60
	<b>Legal Secretary (5+ years experience)</b>	32	40	n/a	n/a	n/a	n/a
	<b>Legal Secretary (3 – 5 years exp)</b>	28	32	n/a	n/a	n/a	n/a
Human Resources took a particularly bad hit as many companies attempted re-align their costs to the business environment of 2009. Demand still remains relatively slow in the permanent arena with some demand for more specialist HR experience specifically Change Management and Industrial Relations.	<b>Legal Secretary (1 – 3 years exp)</b>	22	28	n/a	n/a	n/a	n/a
	<b>Legal Executive</b>	26	40	n/a	n/a	n/a	n/a
	<b>Legal Administrator</b>	20	26	n/a	n/a	n/a	n/a
	<b>Junior Legal Executive</b>	20	26	n/a	n/a	n/a	n/a
	<b>Company Secretary (Trainee)</b>	24	30	n/a	n/a	n/a	n/a
	<b>Company Secretary 3 – 5 PQE</b>	55	80	n/a	n/a	n/a	n/a
	<b>Company Secretary 1 – 3 PQE</b>	35	55	n/a	n/a	n/a	n/a
<b>Junior Legal Secretary</b>	18	24	n/a	n/a	n/a	n/a	

# OFFICE SUPPORT, SALES & MARKETING, MULTI-LINGUAL, HR & LEGAL. MULTI-LINGUAL

		Dublin Low €	Dublin High €	Cork Low €	Cork High €	Regions Low €	Regions High €
Towards the end of 2009 and Q1 2010 the increased presence and the continued growth of companies already in Ireland with a global market share has ensured that demand for multi-lingual professionals remains extremely high.  Candidates with language skills continue to be in short supply with the demand for those who also speak English definitely outstripping supply.	<b>Customer Services 0-2 years</b>	22	24	18	22	22	24
	<b>Customer Services 2-4 years</b>	24	26	22	26	22	26
	<b>Customer Services 4yrs +</b>	26	30	24	30	24	30
	<b>Customer Services Team Leader</b>	30	35	30	35	28	35
	<b>Customer Services Manager</b>	35	45	35	45	35	45
	<b>Internal Sales with a language</b>	30	34	26	32	22	25
	<b>Account Management with a language</b>	30	37	28	35	26	30
	<b>Order Management with a language</b>	25	35	25	35	24	28
	<b>Administrator with a language</b>	22	28	22	28	22	24

# LA CRÈME

## WE GET OFFICE PEOPLE

### **Cork**

6 Lapps Quay, Cork.  
Tel: 021 2300301

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Connaught House,  
Number One Burlington Rd,  
Dublin 4  
Tel: 01 4321500

### **Dublin North**

25 Town Centre Mall,  
Main St, Swords  
Tel: 01 4321500

### **Dublin West**

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Exchange Hall,  
Belgard Square North,  
Tallaght,  
Dublin 24  
Tel: 01 4270101

### **Dublin South**

Suite 11 Block D,  
The Cube Offices,  
Beacon South Quarter,  
Sandyford,  
Dublin 18  
Tel: 01 2973939

### **Kilkenny**

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Kilkenny  
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### **Limerick**

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Tel: 061 430939

### **Waterford**

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Waterford  
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