

**BRINGING YOU THE
LATEST MARKET
NEWS AND SALARIES
IN MELBOURNE**

**BUSINESS SUPPORT AND
CONTACT CENTRE**

Q1 2010



Welcome to the Robert Walters Q1 2010 market update. We hope you find this update both interesting and informative. Should you wish to further discuss the market or any recruitment related issue, please contact your Robert Walters Consultant.

MARKET UPDATE

The recruitment market was busier than expected throughout Q1. In early January, clients started to recruit to replace resources that were made redundant or restructured out of their organisations during 2009. Although the recruitment process lengthened in 2009 as roles were put on hold and senior approval was hard to secure, the end-to-end process has once again shortened as immediate needs were realised and organisations' confidence increased. 75% of the roles filled in Q1 were for permanent vacancies, with Executive and Personal Assistants most commonly sought-after.

We have witnessed a shift in power back towards candidates, as they are once again offered multiple roles. As 2010 progresses, quality candidates will again become scarce and package expectations will escalate. Companies that differentiate themselves by offering additional benefits such as a flexible working week, the option to work from home, and an innovative culture will attract the best candidates. We have noticed an

increase in the occurrence of temporary candidates opting to leave assignments at short notice to secure permanent roles. A number of organisations have taken note of this trend and responded by offering permanent roles in the early stages of contracts, to ensure they secure valuable candidates. 'Temp to perm' opportunities are at their highest number in three years.

There has been a reversal in the direction of international candidate pools this year as candidates once again move to the UK as markets pick up, particularly London.

Candidates with consistent track records on their CV throughout the GFC are favoured by organisations, however firms should be mindful that there are high quality candidates that may have been forced out of permanent roles in 2009 as a result of restructures and redundancies.

We expect to see an increased number of passive job seekers return to the market in pursuit of a change of pace, additional benefits or further career opportunities.

CONTACT OUR SPECIALIST CONSULTANTS

For further information on the best method of sourcing business support and contact centre professionals for your organisation, please contact **Tamsin Jensen** on (03) 8628 2178, **Sarah Watson** on (03) 8628 2108, **Alice Morden** on (03) 8628 2174 or **Ryan Bastie** on (03) 8628 2167 or email melbsupport@robertwalters.com.au

ABOUT THE BUSINESS SUPPORT DIVISION

Our business support division specialises in placing temporary, contract and permanent professionals across a wide range of industry sectors. Our consultants have extensive experience within the business support and recruitment industries and possess both local and overseas knowledge. Given the specialised nature of the team, we are able to offer recruitment solutions tailored to meet client needs in an ever changing market.

SALARY SNAPSHOT

Position	Permanent salary (p.a)	Contract rate (p.h)
Administrative Assistant	\$40,000 - \$50,000	\$22 - \$24
Customer Service Consultant	\$40,000 - \$50,000	\$21 - \$23
Data Entry Clerk	\$40,000 - \$45,000	\$21 - \$24
Executive Assistant	\$55,000 - \$85,000	\$26 - \$32
Legal Assistant	\$45,000 - \$65,000	\$25 - \$30
Office Junior	\$40,000 - \$50,000	\$22 - \$24
Office Manager	\$50,000 - \$75,000	\$26 - \$33
Personal Assistant	\$55,000 - \$70,000	\$26 - \$30
Project Assistant / Coordinator	\$50,000 - \$80,000	\$24 - \$35
Receptionist	\$42,000 - \$46,000	\$21 - \$23
Team Assistant	\$42,000 - \$46,000	\$23 - \$28
Tender Administrator	\$50,000 - \$70,000	\$25 - \$35

NB: Figures are basic salaries inclusive of superannuation but exclusive of benefits/bonuses.