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OCCUPATIONAL STRUCTURE *Business and Professional Services Industry Sector*





**OCCUPATIONAL STRUCTURES FOR
BUSINESS AND PROFESSIONAL SERVICES INDUSTRY
SECTOR**



**Department of Skills Development
Ministry of Human Resources, Malaysia**

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EXECUTIVE SUMMARY

Business & Professional Services sector is expanding well in the service sector and it has gained the government's attention to support its development. The services sector is a major contributor to the growth of the Malaysian economy. The sector assumes an important intermediary role of supporting businesses and trade in all sectors of the economy and the sector has generated the largest number of employment opportunities. Apart from the products and services offered, the service industry is really dependent on the people's quality and skills in ensuring the success of the industry.

Recognizing the importance of skilled human resource, the Department of Skills Development, Ministry of Human Resource, Malaysia has requested an Occupational Analysis to be carried out on the Business & Professional Services sector to evaluate the requirement of skilled manpower in this sector. In conducting the Occupational Analysis on the Business & Professional Services sector, the information was gathered through literature search, interviews with the industry experts and players from the industry. A workshop was held in an attempt to get better understanding on the sub sector structure, job titles and hierarchy, and the activities of the said sub sector. The occupational analysis conducted on the Business & Professional Services sector has led the team to identify 25 job areas under 11 main sub sectors. These job areas cover 165 job titles identified in this sector. The hierarchy of each job title is identified and their definition is well defined by the panels.

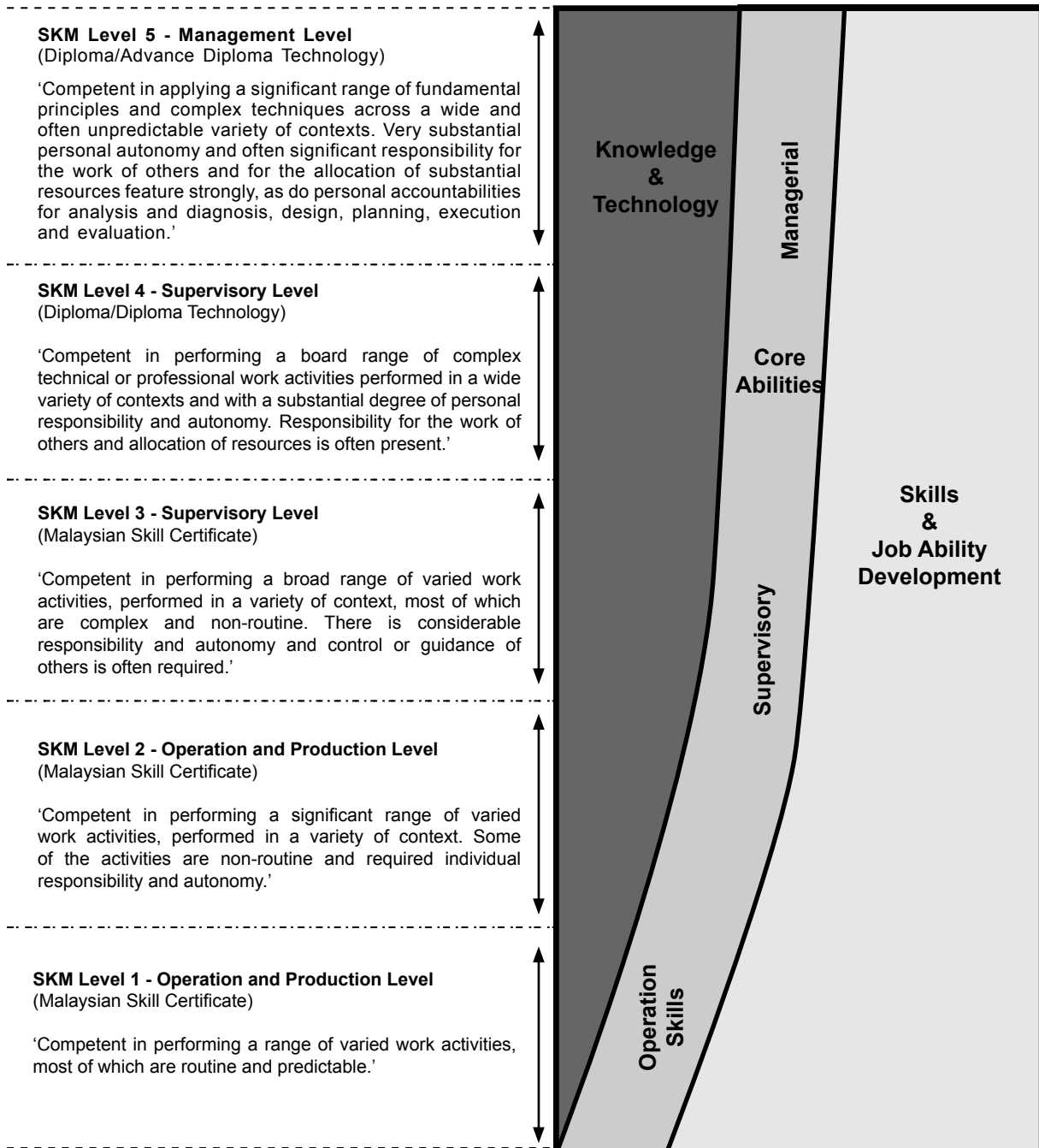
Lack of skilled workers is identified as one of the factors affecting the Business & Professional Services sector, especially skilled workers at middle level and below. Thus, efforts and necessary actions need to be taken to rectify this situation. Efforts to conduct occupational analysis in this sector followed by the development of National Occupational Skills Standard by the Department of Skills Development are considered timely and critical to overcome this situation.

National Occupational Skill Standard (NOSS)

Definition:- A NOSS is defined as a specification of the competencies expected of a skill worker who is gainfully employed in Malaysia for an occupational area and level.

CONCEPT AND STRUCTURE OF MALAYSIAN SKILL CERTIFICATION SYSTEM

TYPE OF SKILL CERTIFICATION



UNITED KINGDOM QUALIFICATION FRAMEWORK

Framework Level	Level Indicators
Entry	Entry level qualifications recognise basic knowledge and skills and the ability to apply learning in everyday situations under direct guidance or supervision. Learning at this level involves building basic knowledge and skills and is not geared towards specific occupations.
1	Level 1 qualifications recognise basic knowledge and skills and the ability to apply learning with guidance or supervision. Learning at this level is about activities which mostly relate to everyday situations and may be linked to job competence.
2	Level 2 qualifications recognise the ability to gain a good knowledge and understanding of a subject area of work or study, and to perform varied tasks with some guidance or supervisions. Learning at this level involves building knowledge and/or skills in relation to an area of work or a subject area and is appropriate for many job roles.
3	Level 3 qualifications recognise the ability to gain, and where relevant apply a range of knowledge, skills and understanding. Learning at this level involves obtaining detailed knowledge and skills. It is appropriate for people wishing to go to university, people working independently, or in some areas supervising and training others in their field of work.
4	Level 4 qualifications recognise specialist learning and involve detailed analysis of high level of information and knowledge in an area of work or study. Learning at this level is appropriate for people working in technical and professional jobs, and/or managing and developing others. Level 4 qualifications are at a level equivalent to Certificates of Higher Education.

5	Level 5 qualifications recognise the ability to increase the depth of knowledge and understanding of an area of work or study to enable the formulation of solutions and response to complex problems and situations. Learning at this level involves the demonstration of high levels of knowledge, a high level of work expertise in job roles and competence in managing and training others. Qualifications at this level are appropriate for people working as higher grade technicians, professionals or managers. Level 5 qualifications are at a level equivalent to intermediate higher education qualifications such as Diplomas of Higher Education, Foundation and other degrees that do not typically provide access to post graduate programmes.
6	Level 6 qualifications recognise a specialist high level knowledge of an area of work or study to enable the use of an individual's own ideas and research in response to complex problems and situations. Learning at this level involves the achievement of a high level of professional knowledge and is appropriate for people working as knowledge-based professionals or in professional management positions. Level 6 qualifications are at a level equivalent to Bachelors degrees with honours, graduate certificates and graduates diplomas.
7	Level 7 qualifications recognise highly developed and complex levels of knowledge which enable the development of in-depth and original responses to complicated and unpredictable problems and situations. Learning at this level involves the demonstration of high level specialist professional knowledge and is appropriate for senior professionals and managers. Level 7 qualifications are at a level equivalent to Masters degrees, post graduate certificates and postgraduate diplomas.
8	Level 8 qualifications recognise leading experts or practitioners in a particular field. Learning at this level involves the development of new and creative approaches that extend or redefine existing knowledge or professional practice.

Figure 2.2: Proposed Competencies and Skill Qualification Certification

BUSINESS & PROFESSIONAL SERVICES

Industrial Overview

The services sector is a major contributor to the growth of the Malaysian economy. The sector assumes an important intermediary role of supporting businesses and trade in all sectors of the economy. Trade in services has expanded and recorded marked expansion in exports, such as tourism, information and communication technology (ICT), finance and construction. In addition, the sector has generated the largest number of employment opportunities. During the period of the Second Industrial Master Plan (IMP2), 1996-2005, the services sector, which included construction services, but excluded Government services, grew at an average annual rate of 5.6 per cent. In line with the on the development of services along the manufacturing value chain, the promotion of manufacturing-related services was initiated.

The Third Industrial Master Plan (IMP3), 2006-2020, focuses on the further development and growth of the services sector, which includes construction services, but excludes Government services. The sector is targeted to assume a leading role in driving the growth of the economy. Separate targets have been set for the growth of the non-Government and construction components of the sector:

- non-Government services to grow at an average annual rate of 7.5 per cent; and
- construction services, at 5.7 per cent.

To achieve the growth targets, the Government has formulated a set of comprehensive strategies and policy measures.

The sub-sectors have been identified for further development. These are business and professional services, distributive trade, construction, education and training, healthcare services, tourism services, ICT services and logistics. These sub-sectors are selected, based on their expected contributions in the following areas:

- significant role as intermediate service providers in raising productivity through inter- and intra-sectoral linkages;

- potential for integration within the global context, in particular, the potential to further capitalise upon the growth of global business process outsourcing activities;
- significant impact on the economy through the diffusion of best practices and technology enhancement;
- potential in improving the invisible account of the Balance of Payments (BOP) through import substitution and the development of exports; and
- potential in creating knowledge-intensive employment opportunities and skills.

The Third Industrial Master Plan (IMP3) focuses on the development and future directions of six of the sub-sectors, namely, business and professional services, distributive trade, construction, education and training, healthcare services and tourism services. The development and future directions of the remaining two sub-sectors, namely, ICT services and logistics, have been addressed in the respective chapters. Financial services are not covered in the IMP3. Specific strategies for the development of the sub-sector are contained in the Financial Sector Master Plan and Capital Market Master Plan. These plans chart the future direction of the financial system and capital market, respectively, for a ten-year period, 2001-2010.

During the IMP3 period, with greater liberalisation, more new services products will be introduced, such as innovative tourism products and outsourcing of business and professional services through shared service providers. Existing service providers will be encouraged to improve their production and delivery approaches through the infusion and adoption of knowledge, technologies and ICT-based systems. Enterprises will be encouraged to collaborate, merge or acquire other entities to gain access to organisational, management and business skills, and technologies and greater markets internationally. Such initiatives will also contribute towards integrating the services sector into the international supply and distribution networks.

The contribution of business and professional services to the GDP has been estimated from statistics under the category of finance, insurance, real estate and business services. Their contribution to the GDP increased from RM20.2 billion or 11 per cent in 1996 to RM39.6 billion (15.1 per cent) in 2005. Under professional services, the accredited professional services registered a lower

GDP contribution from 1.7 per cent in 1996 to 1 per cent in 2002. During the same period, advertising services, under non-accredited professional services, also registered a marginally lower contribution to the GDP from 0.11 per cent to 0.08 per cent. During the same period, employment grew at an average annual rate of 7 per cent to 732,300 persons in 2005.

During the period 1996-2003, the number of establishments in legal, accounting, architectural, drafting, engineering and surveying consultancy services increased from 4,808 in 1996 to 6,961 in 2003. The gross output of these services increased from RM4.5 billion in 1996 to RM6.1 billion in 2003. During the period, employment in these establishments increased from 78,465 persons in 1996 to 88,285 in 2003. Engineering consultancy and legal services formed the major segments, accounting for 58 per cent of the gross output in 2003. These two services were also the major sources of employment, absorbing 55 per cent of the total employment in accredited professional services in 2003.

The value-added contribution of the accredited professional services decreased by 4.7 per cent, from RM4.2 billion in 1996 to RM4 billion in 2003. This was largely due to the weak performance of the construction industry, which affected its related services (architectural and drafting consultancy, engineering and surveying services). In contrast, during the period, accounting and legal services registered increases in value-added of 32.7 per cent and 12 per cent, respectively.

The market for accredited professional services is largely domestic, with an insignificant level of exports. In view of liberalization, there will be increasing competition from foreign firms. Malaysian accredited professional service providers will need to be prepared for competition, once the market is liberalised. With the implementation of the ASEAN Free Trade Area (AFTA), the market for accredited professional services will expand beyond Malaysia. Domestic service providers are likely to compete with foreign firms. The Mutual Recognition Arrangements (MRAs), which are being negotiated, will be a step closer to encourage competition within the ASEAN region.

The future development and growth of non-accredited professional services differ by the type of services:

- management consultancy services are envisaged to have favourable growth prospects, as the business environment has become more competitive and complex;

- environment services will become more important, especially in the longer term, when third generation environment services (services which will assist companies in pursuing resource efficiency, high productivity and increased competitiveness) assume a greater role in determining the competitiveness of firms through cleaner and more efficient production technology;
- the potential for R&D services will become greater, as industries focus on product and process developments and innovations, as well as expand into downstream activities; and
- strategic planning for energy services is important for Malaysia, as the energy requirement is positively correlated with economic development. In this respect, there is a need to develop and promote energy services to become efficient and competitive. Through backward and forward linkages, PETRONAS assumes the key role in stimulating the energy services to be self-sufficient, at least in certain service areas.

METHODOLOGY OF OCCUPATIONAL ANALYSIS IN PROFESSIONAL SERVICES INDUSTRY

In conducting the occupational analysis, several brainstorming sessions were held primarily to strategize the Plan of Action in accordance with guidelines as presented by JPK in term of scope of study, time frame and representation by panel of machinery and equipment experts as stipulated in the letter of offer.

After several discussion and brainstorming sessions, a Plan of Action was formulated taking into consideration the activities and time frame required.

Literature search

As outlined by the guidelines, a literature search on the professional services industry was carried out to get some insight on the scope, policy, program, activities in the context of Malaysian scenarios and international challenges. The scope covered under this search includes definitions, current analysis of the sector/sub-sector, current status of the machinery and equipment sector, skilled workers requirement in the local industry and the industrial demand at international level.

Identifying industry & public players

The literature search findings were used as a guide to identify the scope of occupational study and analysis.

Based on the Malaysian Professional Services Directory, players from Civil Engineering, Banking, Insurance, Quantity Surveyor, Credit Controller and Architectures sub-sector were identified and short listed for further communication and contact.

Besides site visit, more data and information were gathered from the key players of the related professional services sector at MIDA website.

Established contact with the Business and Professional Services players

A pool of professional services experts form the industry and public sector has been contacted. Some kind of working relationship has been established with these experts.

Information gathering and Analysis

The first brainstorming session has been held on 22 June 2008 at Singahsana Hotel Petaling Jaya. Another two session were conducted at the later stage to collect and analyse the information related to professional services industries. A total of 15 experts in the field of professional services industry attended the workshop. The objectives of the workshop are:

- Presentation of preliminary findings
 - Outline of Job Title
 - Career structure
 - Hierarchy structure (Level 1 – 8)
 - Occupational Definition
- Occupational Analysis Session
- Validation of the findings

Based on the activities done as above, substantial data and information were collected. The data and information were discussed and analysed in several in-house workshop attended by selected key person or experts in industry player.

During this session, attempts to reframe the professional services industry and its sub-sector in Malaysia using the following framework:

- i. Scope of the professional services sector and its sub-sector
- ii. Main job area
- iii. Major occupational group of the industry
- iv. Job title
- v. Hierarchy structure (Level 1 – 8)
- vi. Occupational definition

FINDINGS

Based on the Occupational Analysis carried out as outlined in the methodology, the findings of this study are as follows:

Job Title and Hierarchy

In the Occupational Analysis conducted for Business & Professional Services sector, the job title and hierarchy are defined from the current practice in the industry. Details of Job Title and Hierarchy in Business & Professional Services sector are explained in *Annex 3 Job Titles and Hierarchy in Business and Professional Services Industry*.

Occupational Definition

Each sub-sector in the Business & Professional Services is further refined by identifying and defining the job titles involved. Each job title is given an occupational definition as specified in *Annex 4 Occupational Definitions in Business and Professional Services Industry*.

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1. Third Industrial Master Plan (IMP3)
2. Malaysian Industrial Development Authority-
http://www.mida.gov.my/beta/news/view_news.php?id=2704
3. BIMB Holdings Berhad
4. Konsortium Transnasional Berhad
5. Keretapi Tanah Melayu Berhad
6. JF APEX Securities Sdn. Bhd.
7. Maybank Berhad

Annex 1

List of Panel Expert for the
Development of Occupational Analysis for
Business and Professional Services

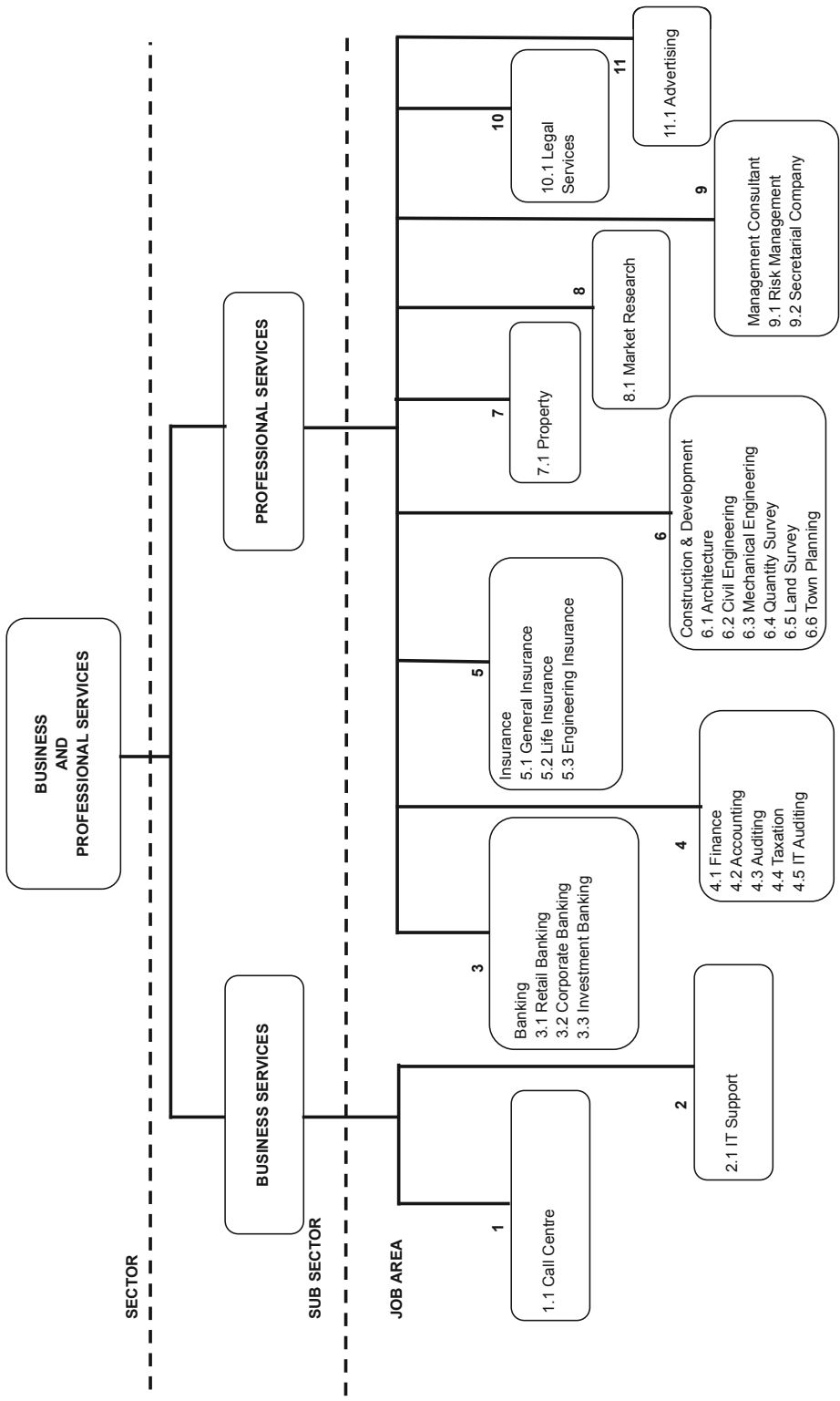
PANEL/INDUSTRIAL EXPERT

No.	Name	Company	Designation	Specialization Area
1.	Nik Lukman Bin Nik Mohamed	Sapura Industrial Berhad	Senior Manager	Accounting, Audit, Finance
2.	Azham Bin Mardi	Semuasuka Global Enterprise	Insurance Consultant	Insurance
3.	Saiful Annuar Mat Talib	Alat Cekal Sdn S/B	Manager	Banking/Capital Market
4.	Mohd Fouzan Bin Arshad	JF APEX SEC S/B	Remiser	Securities
5.	Siful Bahari Bin Abdullah	Juruukur Bahan S/B	Surveyor	Quantity Surveyor, Construction
6.	Khairul Anuar Yahya	CHELOS Sdn. Bhd.	Executive	Franchise
7.	Samsul Anuar B. Abdul Razak	Maybank Bhd.	Account Manager	Banking, Finance, Capital Market
8.	Mohd Nazri Bakar	TA Securities	Dealer Rep	Securities
9.	Badrul Hidza Ahmad Badri	Shaari Jamaludin Group	Assistant Manager	Civil Engineering, Construction, Property
10.	Norhaida Jaafar	Arida Business Management	Director	Company Secretary, Legal
11.	Rosman Hadi Rosly	Tanong Perkasa Sdn. Bhd.	Manager	Architecture
12.	Sharina Mohd Salleh	BIMB Holdings	Senior Manager	Banking, Finance, Management
13.	Haliza Mohd Said	PTPL	Administrator	Management
14.	Tengku Ithmith Tengku Ilham	Transnasional Bhd.	Manager System and Operation	Corporate Management
15.	Hasnol Azhari	KTMB	Manager	Administration, Operation & Training

FACILITATOR/CO-FACILITATOR
Abdul Hadi Che Wail
YM Engku Azmi YM Engku Hatim

Annex 2
Industrial Chart for
Business and Professional Services

CHART OF SUB-SECTOR AND JOB AREA FOR BUSINESS & PROFESSIONAL SERVICES INDUSTRY



Annex 3

Job Titles and Hierarchy in Business And Professional Services Industry

1. BUSINESS SERVICES – CALL CENTRE

LEVEL	CALL CENTRE
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	<i>Not Available</i>
L5	Call Centre Manager
L4	Call Center Executive
L3	<i>Not Available</i>
L2	<i>Not Available</i>
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for Executive is at diploma level

2. BUSINESS SERVICES – IT SUPPORT

LEVEL	IT SUPPORT			
L8	<i>Not Available</i>			
L7	<i>Not Available</i>			
L6	<i>Not Available</i>			
L5	IT Manager			
L4	Database Administrator	System Executive	IT Management and Project Executive	Network Executive
L3	<i>* IT Senior Technician</i>			
L2	<i>* IT Technician</i>			
L1	<i>Not Available</i>			

Notes:

(*) : Refer to proposed critical job title

Pre-requisite; Minimum qualification for L2 IT Technician is certificate in Computer Technician or Computer Networking or other equivalent qualification

3. BANKING SERVICES

LEVEL	BANKING		
	3.1 RETAIL BANKING	3.2 CORPORATE BANKING	3.3 INVESTMENT BANKING
L8	General Manager - "Consumer Banking"	General Manager - "Corporate Banking"	General Manager - "Investment Banking"
L7	Senior Manager - "Consumer Banking"	Senior Manager - "Corporate Banking"	Senior Manager - "Investment Banking"
L6	Manager - "Consumer Banking"	Manager - "Corporate Banking"	Manager - "Investment Banking"
L5	Assistant Manager - "Consumer Banking"	Assistant Manager - "Corporate Banking"	Assistant Manager - "Investment Banking"
L4	Executive - "Consumer Banking"	Executive - "Corporate Banking"	Executive - "Investment Banking"
L3	Officer - "Consumer Banking"	Officer - "Corporate Banking"	Officer - "Investment Banking"
L2	* Clerk – "Consumer Banking"	* Clerk – "Corporate Banking"	* Clerk – "Investment Banking"
L1	Not Available	Not Available	Not Available

Notes:

(*) : Refer to proposed critical job title

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

4.1 FINANCE

LEVEL	FINANCE
L8	Chief Finance Officer (CFO)
L7	Finance Senior Manager
L6	Finance Manager
L5	Finance Assistant Manager
L4	Finance Executive
L3	Finance Officer
L2	Finance Clerk
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

4.2 PROFESSIONAL SERVICES - ACCOUNTING

LEVEL	ACCOUNTING
L8	<i>Not Available</i>
L7	Accountant
L6	Account Manager
L5	Account Assistant Manager
L4	Account Executive
L3	Account Officer
L2	Account Clerk
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

4.3 PROFESSIONAL SERVICES - AUDITING

LEVEL	AUDITING
L8	<i>Not Available</i>
L7	Auditor
L6	Audit Manager
L5	Audit Assistant Manager
L4	Audit Executive
L3	Audit Officer
L2	Audit Clerk
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

4.4 PROFESSIONAL SERVICES - TAXATION

LEVEL	TAXATION
L8	<i>Not Available</i>
L7	Tax Auditor Agent
L6	Tax Manager
L5	Tax Assistant Manager
L4	Tax Executive
L3	Tax Officer
L2	Tax Clerk
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

4.5 PROFESSIONAL SERVICES – IT AUDITOR

LEVEL	IT AUDITOR
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	Data Processing Auditor
L5	Data Processing Audit Manager
L4	Data Processing Audit Executive
L3	Data Processing Audit Officer
L2	Data Processing Audit Clerk
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience in data entry

5.1 GENERAL INSURANCE

CORPORATE SERVICE				
LEVEL	5.1.1 MOTOR & CASUALTY	5.1.2 CASUALTY UNDERWRITING	5.1.3 MOTOR UNDERWRITING	5.1.4 FIRE UNDERWRITING
L8	Not Available			
L7	Not Available			
L8	Not Available			
L5	Insurance Manager – Motor & Casualty	Casualty Underwriting Manager	Insurance Underwriting Manager (Motor & Fire)	
L4	Insurance Executive – Motor & Casualty	Casualty Underwriting Executive	Underwriting Executive (Motor & Fire)	
L3	Insurance Senior Clerk – Motor & Casualty	Casualty Underwriting Senior Clerk	M-030-3 Motor Underwriting Senior Clerk	M-031-3 Fire Underwriting Senior Clerk
L2	Insurance Clerk– Motor & Casualty	Casualty Underwriting Clerk	M-030-2 Motor Underwriting Clerk	M-031-2 Fire Underwriting Clerk
L1	Not Available			

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

MISCELLANEOUS ACCIDENT UNDERWRITING					
LEVEL	5.1.5 LIABILITY				
L8	<i>Not Available</i>				
L7	<i>Not Available</i>				
L6	<i>Not Available</i>				
L5	Miscellaneous Accident Underwriting Manager - Liability				
L4	Miscellaneous Accident Underwriting Executive - Liability				
L3	M-033-3 Miscellaneous Accident Underwriting Senior Clerk - Personal (Personal Accident)	M-034-3 Miscellaneous Accident Underwriting Senior Clerk - Liability (Product Liability Insurance)	M-035-3 Miscellaneous Accident Underwriting Senior Clerk - Liability (Public Liability / Comprehensive General Liability (CGL))	M-036-3 Miscellaneous Accident Underwriting Senior Clerk - Liability (Professional Indemnity Insurance)	M-037-3 Miscellaneous Accident Underwriting Senior Clerk - Liability (Directors and Senior Clerks Liability Insurance)
L2	M-033-2 Miscellaneous Accident Underwriting Clerk - Personal (Personal Accident)	M-034-2 Miscellaneous Accident Underwriting Clerk - Liability (Product Liability Insurance)	M-035-2 Miscellaneous Accident Underwriting Clerk - Liability (Public Liability / Comprehensive General Liability (CGL))	M-036-2 Miscellaneous Accident Underwriting Clerk - Liability (Professional Indemnity Insurance)	M-037-2 Miscellaneous Accident Underwriting Clerk - Liability (Directors and Senior Clerks Liability Insurance)
L1	<i>Not Available</i>				

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

MISCELLANEOUS ACCIDENT UNDERWRITING					
LEVEL	5.1.6 PERSONNEL	5.1.7 GENERAL ACCIDENT			
L8	Not Available				
L7	Not Available				
L6	Not Available				
L5	Miscellaneous Accident Underwriting Manager - Personnel	Miscellaneous Accident Underwriting Manager – General Accident			
L4	Miscellaneous Accident Underwriting Executive - Personnel	Miscellaneous Accident Underwriting Executive - General Accident			
L3	M-032-3 Miscellaneous Accident Underwriting Senior Clerk - Personal (Health Insurance)	M-038-3 Miscellaneous Accident Underwriting Senior Clerk – General Accident (Workmen’s Compensation / Employers’ Liability (EL))	M-039-3 Miscellaneous Accident Underwriting Senior Clerk – General Accident (Plate Glass)	M-040-3 Miscellaneous Accident Underwriting Senior Clerk – General Accident (Burglary Insurance)	M-041-3 Miscellaneous Accident Underwriting Senior Clerk – General Accident (All Risks / Personnel Effects)
L2	M-032-2 Miscellaneous Accident Underwriting Clerk - Personal (Health Insurance)	M-038-2 Miscellaneous Accident Underwriting Clerk General Accident (Workmen’s Compensation / Employers’ Liability (EL))	M-039-2 Miscellaneous Accident Underwriting Clerk – General Accident (Plate Glass)	M-040-2 Miscellaneous Accident Underwriting Clerk – General Accident (Burglary Insurance)	M-041-2 Miscellaneous Accident Underwriting Clerk - General Accident (All Risks / Personnel Effects)
L1	Not Available				

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

LEVEL	5.1.8 MARINE UNDERWRITING
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	<i>Not Available</i>
L5	Marine Underwriter Manager
L4	Marine Underwriter Executive
L3	Marine Underwriter Senior Clerk
L2	Marine Underwriter Clerk
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

5.2 LIFE INSURANCE

LEVEL	5.2.1 LIFE INSURANCE
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	<i>Not Available</i>
L5	Insurance Manager – Life
L4	Insurance Executive - Life
L3	Insurance Senior Clerk - Life
L2	Insurance Clerk - Life
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

5.3 ENGINEERING INSURANCE

LEVEL	5.3.1 ENGINEERING UNDERWRITING
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	<i>Not Available</i>
L5	Insurance Manager - Engineering
L4	Insurance Executive - Engineering
L3	M-046-3 Insurance Underwriting Senior Clerk - Engineering
L2	M-046-2 Insurance Underwriting Clerk - Engineering
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience

6.1 PROFESSIONAL SERVICES – ARCHITECTURE

LEVEL	ARCHITECTURE
L8	<i>Not Available</i>
L7	Registered Architect
L6	Architect
L5	Assistant Architect
L4	Building Draughtsman
L3	<i>B-050-3</i> <i>* Senior Architectural Draughtsman</i>
L2	<i>B-050-2</i> <i>* Architectural Draughtsman 2</i>
L1	<i>B-050-1</i> <i>* Architectural Draughtsman 1</i>

Notes:

(*) : Refer to proposed critical job title

6.2 PROFESSIONAL SERVICES – CIVIL ENGINEERING

LEVEL	CIVIL ENGINEERING
8	<i>Not Available</i>
7	<i>Not Available</i>
6	Professional Engineer (IR)
5	Civil Engineer
4	Civil Assistant Engineer
3	<i>B-040-3</i> * <i>Senior Civil And Structural Engineering Draughtsman</i>
2	<i>B-040-2</i> * <i>Civil And Structural Engineering Draughtsman 2</i>
1	<i>B-040-1</i> * <i>Civil And Structural Engineering Draughtsman 1</i>

Notes:

(*) : Refer to proposed critical job title

6.3 PROFESSIONAL SERVICES – MECHANICAL ENGINEERING

LEVEL	MECHANICAL ENGINEERING
8	<i>Not Available</i>
7	<i>Not Available</i>
6	Professional Mechanical Engineer
5	Mechanical Engineer
4	Mechanical Assistant Engineer
3	<i>H-051-3</i> <i>* Senior Mechanical Engineering Draughtsman</i>
2	<i>H-050-2</i> <i>* Mechanical Engineering Draughtsman 2</i>
1	<i>H-050-1</i> <i>* Mechanical Engineering Draughtsman 1</i>

Notes:

(*) : Refer to proposed critical job title

6.4 PROFESSIONAL SERVICES – QUANTITY SURVEY

LEVEL	QUANTITY SURVEY
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	Professional Quantity Surveyor
L5	Quantity Surveyor
L4	* Assistant Quantity Surveyor
L3	<i>Not Available</i>
L2	<i>Not Available</i>
L1	<i>Not Available</i>

Notes:

(*) : Refer to proposed critical job title

Pre-requisite; Minimum qualification required by the industry for L4 Assistant Quantity Surveyor is Diploma in Quantity Surveyor

6.5 PROFESSIONAL SERVICES – LAND SURVEY

LEVEL	LAND SURVEY
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	<i>Not Available</i>
L5	(V-020-5) Survey Manager
L4	(V-020-4) Senior Survey Assistant
L3	(V-010-3) Survey Field Assistant (Engineering)
L2	<i>Not Available</i>
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification required by the industry for L3 Survey Field Assistant is Certificate in Land Survey.

6.6 PROFESSIONAL SERVICES – TOWN PLANNING

LEVEL	TOWN PLANNING
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	Senior Town Planner
L5	Town Planner
L4	Assistant Town Planner
L3	<i>Not Available</i>
L2	<i>Not Available</i>
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification required by the industry for L4 Assistant Town Planner is Diploma in Town Planning

7. PROFESSIONAL SERVICES - PROPERTY

REAL ESTATE		
Level	REAL ESTATE CONSULTANT	REAL ESTATE OFFICE
L8	<i>Not Available</i>	
L7	<i>Not Available</i>	
L6	<i>Not Available</i>	
L5	Senior Negotiator	Real Estate Manager
L4	Negotiator	Real Estate Executive
L3	<i>Not Available</i>	Real Estate Officer
L2	<i>Not Available</i>	Real Estate Senior Clerk
L1	<i>Not Available</i>	Real Estate Clerk

8. PROFESSIONAL SERVICES – MARKET RESEARCH

LEVEL	8.1 MARKET RESEARCH
8	<i>Not Available</i>
7	<i>Not Available</i>
6	Market Research Manager
5	Market Research Assistant
4	<i>Not Available</i>
3	<i>Not Available</i>
2	<i>Not Available</i>
1	<i>Not Available</i>

Pre-requisite; Minimum qualification required by the industry for L5 is at Degree level with knowledge in conducting research and survey

9.1 RISK MANAGEMENT

LEVEL	RISK MANAGEMENT	
	GENERAL RISK	SPECIALIZE RISK
L8	Risk Management General Manager	
L7	Risk Management Assistant General Manager	
L6	Risk Management Manager	
L5	<i>Not Available</i>	
L4	<i>Not Available</i>	
L3	<i>Not Available</i>	
L2	<i>Not Available</i>	
L1	<i>Not Available</i>	

Pre-requisite; Minimum qualification required by the industry for L6 is at Degree level with 2 years working experience at managerial level which dealing with risk management.

9.2 SECRETARIAL COMPANY

LEVEL	SECRETARIAL COMPANY
L8	<i>Not Available</i>
L7	<i>Not Available</i>
L6	Company Secretary
L5	Assistant Company Secretary
L4	Secretarial Assistant
L3	<i>Not Available</i>
L2	<i>Not Available</i>
L1	<i>Not Available</i>

Pre-requisite; Minimum qualification required by the industry for L4 is at Diploma level in Secretarial

10. LEGAL SERVICES

LEVEL	LEGAL FIRM		
	CONVEYANCING	LITIGATION	SYARIAH
8	<i>Not Available</i>		
7	<i>Not Available</i>		
6	Lawyer (Advocate / Solicitor)		
5	Legal Assistant		
4	Legal Officer		
3	Legal Senior Clerk		
2	Legal Clerk		
1	<i>Not Available</i>		

Pre-requisite; Minimum qualification required by the industry for L2 Clerk is SPM with 2 years related working experience

11. PROFESSIONAL SERVICES – ADVERTISING

LEVEL	ADVERTISING	
8	<i>Not Available</i>	
7	<i>Not Available</i>	
6	<i>Not Available</i>	
5	Advertising Manager	
4	Advertising and Promotion Executive	Media Researcher
3	<i>* Graphic Designer</i>	
2	<i>Not Available</i>	
1	<i>Not Available</i>	

Notes:

(*) : Refer to proposed critical job title

Pre-requisite; Minimum qualification required by the industry for L3 is Certificate in Computer Graphic Design with knowledge to use various Computer Graphic Software

Annex 4

Occupational Definitions in Business And Professional Services Industry

(JOB TITLES)
(BUSINESS SERVICES - CALL CENTRE)

LEVEL 1

NOT AVAILABLE

LEVEL 2

NOT AVAILABLE

LEVEL 3

NOT AVAILABLE

LEVEL 4

CALL CENTER EXECUTIVE

LEVEL 5

CALL CENTRE MANAGER

LEVEL 6

NOT AVAILABLE

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 4

CALL CENTER EXECUTIVE

A CALL CENTER EXECUTIVE IS DESIGNATED TO CONDUCT MARKET RESEARCH, PROMOTE PRODUCT & SERVICES AND RESOLVE CUSTOMER RELATED ISSUES.

A CALL CENTER EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BUSINESS SERVICES.

In particular the person will:

1. Answer phones and respond to customer requests.
2. Sell product and place customer orders in computer system.
3. Provide customers with product and service information.
4. Promote products and services.
5. Transfer customer calls to appropriate staff.
6. Resolve customer issues using the computer system.
7. Follow-up unresolved customer inquiries.
8. Complete call logs and reports.
9. Resolve billing issues.
10. Resolve misapplied payments.
11. Recommend process improvements.
12. Perform other duties as assign by superior.

** Pre-requisite; Minimum qualification for Executive is at diploma level.*



LEVEL 5

CALL CENTRE MANAGER

A CALL CENTRE MANAGER IS DESIGNATED TO CONDUCT MARKET RESEARCH, PROMOTE PRODUCT & SERVICES AND RESOLVE CUSTOMER RELATED ISSUES.

A CALL CENTRE MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BUSINESS SERVICES.

In particular the person will:

1. Set and meet performance targets ie. speed, efficiency, sales and quality.
2. Plan and manage change.
3. Manage daily running of the call centre.
4. Liaise with other departments to gather information and resolve issues.
5. Maintain and up-to-date knowledge of industry developments.
6. Monitor random calls to improve quality, minimise errors and track operative performance.
7. Plan and develop staff recruitment.
8. Review staffs performance, training needs and plan training sessions.
9. Record statistics, user rates and the performance levels of the centre.
10. Handle complex customer complaints or enquiries.
11. Coach, motivate, retain and reward staffs.
12. Forecast and analyse data against budget figures on a weekly and/or monthly basis.
13. Develop, implement and review core responsibilities and tasks.
14. Analyse performance statistics and making decisions on the basis of these statistics.

(JOB TITLES)

BUSINESS SERVICES - IT SUPPORT

LEVEL 1

NOT AVAILABLE

LEVEL 2

IT TECHNICIAN

LEVEL 3

IT SENIOR TECHNICIAN

LEVEL 4

**IT MANAGEMENT AND PROJECT EXECUTIVE
NETWORK ENGINEER
SYSTEM ENGINEER
DATABASE ADMINISTRATOR**

LEVEL 5

IT MANAGER

LEVEL 6

NOT AVAILABLE

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 2

IT TECHNICIAN

AN IT TECHNICIAN IS DESIGNATED TO PERFORM TECHNICAL SUPPORT FOR ALL SOFTWARE, HARDWARE AND SYSTEM.

AN IT TECHNICIAN MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES INDUSTRY.

In particular the person will:

1. Check for the smooth operation and full functionality of the system.
2. Check system network and cabling problems.
3. Attend to end-user issues.
4. Work closely with other department to solve problems.
5. Carry out LAN/WAN networking architecture and IP routing.
6. Carry out VOIP protocols, Gateways and switches.
7. Maintain and develop logical procedures and processes consistent with company policy for electronic data maintenance, security and access.
8. Conduct related training to users.
9. Provide maintenance and troubleshooting of PC and laptops.
10. Perform installation, configuration and support of Operating Systems and related services.
11. Upgrade, setup and install software system.
12. Provide replacement recommendations for faulty hardware parts.
13. Perform other duties as assigned by superior.

Pre-requisite; Minimum qualification for L2 IT Technician is certificate in Computer Technician or Computer Networking or other equivalent qualification



LEVEL 3

IT SENIOR TECHNICIAN

AN IT TECHNICIAN IS DESIGNATED TO PERFORM TECHNICAL SUPPORT FOR ALL SOFTWARE, HARDWARE AND SYSTEM.

AN IT TECHNICIAN MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES INDUSTRY.

In particular the person will:

1. Verify the smooth operation and full functionality of the system.
2. Troubleshoot system network and cabling problems.
3. Resolve end-user issues.
4. Work closely with other department to solve the problems.
5. Monitor LAN/WAN networking architecture and IP routing activities.
6. Monitor VOIP protocols, Gateways and switches activities.
7. Maintain and develop logical procedures and processes consistent with company policy for electronic data maintenance, security and access.
8. Provide related training to users.
9. Provide suggestion for improvement.
10. Monitor maintenance and troubleshooting of PC and laptops activities.
11. Monitor installation, configuration and support of Operating Systems and related services.
12. Recommend replacement for faulty hardware parts.
13. Perform other duties as assigned by superior.



LEVEL 4

IT MANAGEMENT AND PROJECT EXECUTIVE

AN IT MANAGEMENT AND PROJECT EXECUTIVE IS DESIGNATED TO MANAGE DAY-TO-DAY OPERATION, COORDINATE AND MONITOR THE EXECUTION OF THE PROJECT TIMELINES

AN IT MANAGEMENT AND PROJECT EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL INDUSTRY.

In particular the person will:

1. Confirm all hardware purchases are accounted & recorded accurately in the IT asset inventory.
2. Confirm all processes and procedures are followed to ensure management effectiveness.
3. Monitor all IT hardware is repaired on a timely manner (under warranty and out of warranty).
4. Endorse critical equipments are covered under warranty.
5. Maintain and update the location information, utilization information, purchase history, warranty information, repair history and disposal information of all hardware assets.
6. Reconcile IT hardware inventory report with Finance Department asset register.
7. Manage the IT storerooms and ensure that all asset movements are recorded.
8. Review and improve process and procedures relating to hardware management.
9. Coordinate new staff orientation program.

10. Act as a liaison between IT and other departments for any projects.
11. Plan IT deliverables and timelines for all projects.
12. Take the necessary actions and escalation to ensure that project timelines are met.
13. Report and communicate project progress and any incidents where project timelines are not met.
14. Perform other duties as assigned by superior.



LEVEL 4

NETWORK EXECUTIVE

A NETWORK EXECUTIVE IS DESIGNATED TO CARRY OUT PROJECT IMPLEMENTATION ON NETWORKS AS WELL AS PROVIDE MAINTENANCE & TROUBLESHOOTING SUPPORT.

A NETWORK EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES INDUSTRY.

In particular the person will:

1. Monitor and maintain the data communication of infrastructure including hardware and software.
2. Recommend and implement enhancement to the existing network infrastructure based on user requirements and availability of new technology.
3. Design, implement, and monitor a flexible LAN/WAN communication infrastructure to support existing offices as well as any ongoing expansion of the organization.
4. Develop project PLAN for the implementation or re-implementation of data network technology and systems.
5. Coordinate, document, and assign all project activities for junior team members.
6. Provide mentorship and technical support for all Infrastructure team members as needed.
7. Provide periodic analysis and reporting to track and communicate network infrastructure performance.
8. Coordinate with vendors to identify, evaluate, and recommend network hardware and software.

9. Develop project PLAN for timely implementation of new LAN/WAN hardware and software.
10. Provide internal analysis and support during outages or periods of degraded infrastructure performance.
11. Implement and maintain LAN/WAN monitoring tools to ensure optimal system utilization and performance.
12. Perform other duties as assigned by superior.



LEVEL 4

SYSTEM EXECUTIVE

A SYSTEM EXECUTIVE IS DESIGNATED TO RESPONDS TO AND RESOLVE DATABASE ACCESS, PERFORMANCE AND OTHER MAJOR ISSUES.

A SYSTEM EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES INDUSTRY.

In particular the person will:

1. Develop and test systems, analyse and troubleshoot system.
2. Provide comprehensive technical support.
3. Provide technical database support.
4. Perform proactive monitoring database application and system backups, including regular test restores.
5. Maintain and administer database.
6. Support the contractual service level in the achievement of prompt response, high level customer service and technical support.
7. Confirm appropriate process standards are met and maintained.
8. Work cooperatively with cross functional teams, vendor and customers to ensure smooth system functionality at all times.
9. Perform system administration tasks, e.g. maintenance, updates and etc.
10. Perform other duties as assigned by superior.



LEVEL 4

DATABASE ADMINISTRATOR

A DATABASE ADMINISTRATOR IS DESIGNATED TO MONITOR SYSTEMS AND PROVIDES TECHNICAL SKILLS IN 24 HOURS SERVICES ENVIRONMENT TO DELIVER AND MAINTAIN OPERATIONAL SERVICES.

A DATABASE ADMINISTRATOR MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES INDUSTRY.

In particular the person will:

1. Maintain operational activities with necessary procedures in place to ensure smooth operations.
2. Apply application & database technology to business problems.
3. Monitor the environment and respond to alerts through various tools such as Remedy and GRID Console.
4. Troubleshoot and resolve issues in assigned Support Queues to the data warehouse and production databases globally.
5. Perform RCA (Root Cause Analysis) for issues handled and complete documentation as required.
6. Coordinate and manage MS RDBMS Patching.
7. Perform other duties as assigned by superior.



LEVEL 5

IT MANAGER

AN IT MANAGER IS DESIGNATED TO DEFINE, DOCUMENT AND SAFELY EXECUTE IT PROJECTS AND ACTIVELY PARTICIPATE IN ALL PHASES OF THE PROJECTS.

AN IT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES INDUSTRY.

In particular the person will:

1. Define, document and execute medium to large-scale IT application projects and actively participate in all phases of the project.
2. Provide and manage project, quality and risk PLAN; and tracks progress against approved PLAN.
3. Provide regular progress reports to the customer and line management as appropriate.
4. Establish project cost budgets, timeline and resource requirements for each project.
5. Manage change control procedure by gaining agreement for revisions from project sponsors.
6. Build and maintain strong relationship with customers and act as the principal linkage to the business with regards to steering groups, committees and other business-facing groups.
7. Provide effective leadership to project team and ensure that team members are motivated and develop their skills and experience.
8. Evaluate and make recommendations/decisions on technical options.

(JOB TITLES)

BANKING SERVICES

LEVEL 1

NOT AVAILABLE

LEVEL 2

**CLERK-“RETAIL BANKING”
CLERK-“CORPORATE BANKING”
CLERK-“INVESTMENT BANKING”**

LEVEL 3

**OFFICER-“ RETAIL BANKING”
OFFICER-“CORPORATE BANKING”
OFFICER-“INVESTMENT BANKING”**

LEVEL 4

**EXECUTIVE-“ RETAIL BANKING”
EXECUTIVE-“CORPORATE BANKING”
EXECUTIVE-“INVESTMENT BANKING”**

LEVEL 5

**ASSISTANT MANAGER-“ RETAIL BANKING”
ASSISTANT MANAGER-“CORPORATE BANKING”
ASSISTANT MANAGER-“INVESTMENT BANKING”**

LEVEL 6

**MANAGER-“ RETAIL BANKING”
MANAGER-“CORPORATE BANKING”
MANAGER-“INVESTMENT BANKING”**

LEVEL 7

SENIOR MANAGER-“RETAIL BANKING”
SENIOR MANAGER -“CORPORATE BANKING”
SENIOR MANAGER-“INVESTMENT BANKING”

LEVEL 8

GENERAL MANAGER-“RETAIL BANKING”
GENERAL MANAGER-“CORPORATE BANKING”
GENERAL MANAGER-“INVESTMENT BANKING”



LEVEL 2

CLERK-“RETAIL BANKING”

A CLERK-“RETAIL BANKING” IS DESIGNATED TO COMPLY, PROCESS AND MAINTAIN CONSUMER BANKING INFORMATION ACCORDING TO THE POLICIES AND STANDARD OPERATING PROCEDURE SET BY THE MANAGEMENT.

A CLERK-“RETAIL BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Carry out daily servicing of the Automated Teller Machines (ATM).
2. Process transactions for checking and saving accounts.
3. Access and analyze confidential accounts for existing customers.
4. Conduct cash counts as per instructed by superior.
5. Count and balance teller box at end of each shift.
6. Perform Commercial Teller duties when needed.
7. Carry out daily input of the bank statements.
8. Carry out analyzing and resolving banking anomalies.
9. Carry out investigation and resolving queries.
10. Support and assist the branches with regard to banking problems.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 2

CLERK-“CORPORATE BANKING”

A CLERK-“CORPORATE BANKING” INVOLVED IN PROVIDING DAY-TO-DAY SUPPORT WITH OPERATIONS PROCESSING, IMPLEMENTATION SUPPORT, ADMINISTRATIVE AND OPERATIONS COORDINATION FOR THE VARIOUS PRODUCTS, PROGRAMS AND SERVICES OFFERED BY THE BUSINESS. INDIVIDUALS RESOLVE PROBLEMS THAT REQUIRE INVESTIGATION OR RESEARCH. ABILITY TO FOLLOW ESTABLISHED PROCEDURES TO COMPLETE COMPLEX ASSIGNMENTS IS NECESSARY.

A CLERK-“CORPORATE BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Involved in providing day-to-day support with operations processing, implementation support, administrative and operations.
2. Coordinate activities for the various products, programs and services offered by the business.
3. Monitor mailbox financial transactions.
4. Review requests for completeness and hands off to appropriate parties for processing.
5. Interacts with service organizations and other departments.
6. Follow procedures to complete complex assignments under direct supervision.
7. Support other migrated commercial operations processes.
8. May assist with training other staff within unit.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 2

CLERK-“INVESTMENT BANKING”

CLERK-“INVESTMENT BANKING” PERFORM DOCUMENTATION ACTIVITIES IN VARIETY OF CONTEXT AND SOME THE ACTIVITIES ARE ROUTINE. HE/SHE ALSO PROVIDE CUSTOMER SERVICE AND ADMINISTRATIVE SUPPORT.

CLERK-“INVESTMENT BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Record purchase and sale of securities, such as stocks and bonds for investments firm.
2. Verify information, such as owner names, transactions dates, and distribution instructions, on securities certificates to ensure accuracy and conformance with government regulations.
3. Post transaction data to accounting ledgers and certificate records.
4. Prepare confirmation data of securities purchased and sold.
5. Receive securities & cash and schedules delivery of customer securities.
6. Compile security purchases & sales documents and records information in journal.
7. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 3

OFFICER-“RETAIL BANKING”

AN OFFICER-“RETAIL BANKING” RESPONSIBLE FOR THE MANAGEMENT IN THE SECTION INCLUDING PLAN AND IMPLEMENT MARKETING OF CONSUMER BANKING PRODUCT OR SERVICES AND MANAGING STAFFING, SCHEDULING, COMPENSATION, PERFORMANCE MANAGEMENT, TRAINING AND DEVELOPMENT, SUCCESSION PLANNING AND AFFIRMATIVE ACTION

AN OFFICER-“RETAIL BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Plan and implement marketing campaign and activities to promote customer loan products and services
2. Involved in cross-product sales activities to ensure optimal customers reach.
3. Monitor loan repayment activities and actively follow-up on customer's loan status.
4. Manage, control and perform housekeeping on loan documentation.
5. Conduct pre-sanction inspection on related properties when necessary.
6. Develop and build long-term business relationship with customer and network with realtors, developers, solicitors to increase referrals.
7. Monitors and supervises staff activities to ensure that fast, accurate and consistent loan decisions are delivered utilizing sound credit practices and in conformance with regulatory requirements and bank policies.

8. Reviews and analyzes complex/large credits including personal and business tax returns and/or financial statements to provide override decision authority.
9. Presents lending recommendation worksheets for loans exceeding lending authority.
10. Serves as next higher lending authority after Consumer Lending Credit Manager.
11. Assists the Consumer Lending Credit Manager in developing goals, strategies, and objectives to achieve the department's mission and vision.
12. Assumes the responsibilities of the Consumer Lending Credit Manager in his/her absence.
13. Handles and resolves external and internal customer problems and complaints.
14. Prepares daily, weekly, and monthly productivity reports as required.
15. Monitors and maintains loan production tracking and operating systems for the department.
16. Responsible for the timely and effective management of human resources forms and documents relevant to immediate staff.
17. Manages staff resources to maximize productivity.
18. Allocates resources to complete projects; review portfolio production and quality to make the most efficient use of resources.
19. Prepares, monitors, and establishes daily work and vacation schedules for the staff.
20. Monitors and remains informed of consumer laws and regulations as well as bank policies, procedures and guidelines.
21. Establishes procedures and monitoring systems to ensure compliance.



LEVEL 3

OFFICER-“CORPORATE BANKING”

AN OFFICER-“CORPORATE BANKING” RESPONSIBLE FOR THE MANAGEMENT IN THE SECTION INCLUDING PLAN AND IMPLEMENT MARKETING OF CONSUMER BANKING PRODUCT OR SERVICES AND MANAGING STAFFING, SCHEDULING, COMPENSATION, PERFORMANCE MANAGEMENT, TRAINING AND DEVELOPMENT, SUCCESSION PLANNING AND AFFIRMATIVE ACTION.

AN OFFICER-“CORPORATE BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Increase the bank's profitability by providing high quality customer service and cultivating new business relationships while protecting business interests.
2. Maintain and expanding customer relationships.
3. Review existing loan arrangements.
4. Negotiate proper loan structures.
5. Selling the bank's credit and non-credit products.
6. Accept special projects in support of the team, and community involvement.
7. Manage a portfolio of clients with knowledgeable of the basics of corporate banking credit and non-credit products, trust real estate, treasury management and other bank functions.



LEVEL 3

OFFICER-“INVESTMENT BANKING”

AN OFFICER-“INVESTMENT BANKING” IS RESPONSIBLE FOR THE MANAGEMENT IN THE SECTION INCLUDING PREPARE INVESTMENT PRODUCT OR SERVICES OF CONSUMER BANKING AND SUPERVISE DAILY OPERATIONS.

AN OFFICER-“INVESTMENT BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Forecast economic numbers and economic situation.
2. Make recommendation about particular report.
3. Prepare and submit production progress or other reports.
4. Present report to manger.
5. Train workers and explains company policies.
6. Study work orders and determine manpower requirements.
7. Do the manpower arrangement and assignment for daily operations.
8. Trains or arrange for the training of workers and explains company policies.
9. Initiate or suggest PLAN to motivate workers to achieve goals.
10. Confirm that quality of work meets standards and enforced safety regulations.
11. Analyze and resolves work problems.



LEVEL 4

EXECUTIVE-“RETAIL BANKING”

AN EXECUTIVE - “RETAIL BANKING” IS RESPONSIBLE FOR THE MANAGEMENT IN THE SECTION PROVIDING PRODUCT OR SERVICES AND PROCESSES, PROCEDURES AND CONTROLS TO MEET OBJECTIVES/STANDARDS.

AN EXECUTIVE - “RETAIL BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Provide product and service information, advice and relevant products and services to customers to increase their awareness and promote their usage.
2. Create and exploit opportunities to promote and sell a portfolio of products and services that meets the needs of existing and prospective customers to achieve the assigned sales objectives/standards.
3. Make appropriate customer referrals to other units to facilitate retention and continued relationship.
4. Address customer problems and complaints to achieve satisfactory resolutions, referring issues beyond the role limit to appropriate points of reference.
5. Approve or recommend to set levels, customer applications for products/ services to meet their needs.
6. Apply and comply with relevant processes, procedures and controls to meet the unit's needs while providing efficient service to customers.
7. Maintain strict control of confidential documents/secured negotiable items to prevent loss or misuse.



LEVEL 4

EXECUTIVE-“CORPORATE BANKING”

AN EXECUTIVE-“CORPORATE BANKING” IS DESIGNATED TO ORGANISE, CONTROL AND SUPERVISE THE ACTIVITIES OF CORPORATE BANK DEALING IN VARIOUS TYPES OF CORPORATE ACTIVITIES.

AN EXECUTIVE-“CORPORATE BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Establish and implement a human resources management and development strategy.
2. Update the system and processes to support a strategic program based on organization and ensure the secretariat has the capability to meet strategic goals.
3. Ensure renewal of contracts and terminations for the secretariat's staff in accordance with staff regulations.
4. Review and update the partnership of executive team, employment teams and condition needed to provide a working environment.
5. Participate in to planning and implementing the strategy to secure and expand core funding from existing partners.
6. Manage the performance of corporate services staff.



LEVEL 4

EXECUTIVE-“INVESTMENT BANKING”

AN EXECUTIVE-“INVESTMENT BANKING” IS DESIGNATED TO PERFORM DUTIES WITH GENERAL SUPERVISION PROVIDED, DEVELOPED KNOWLEDGE OF GENERALLY ACCEPTED ACCOUNTING PRINCIPLES AND MAINTAINS SENSITIVITY CONCERNING BUSINESS AND AFFILIATE CONFIDENTIAL MATTERS.

AN EXECUTIVE-“INVESTMENT BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Perform corporate cash management functions, overseeing the movement of funds from bank, investment pool and investment brokerage accounts in order to optimize investment interest.
2. Perform other responsibilities which may include assisting in the sale of donated shares, supervising compliance with investment policies and serving as a resource or investment related questions.
3. Assist with Chief Finance Officer (CFO) in effectively managing the foundation’s cash flow, reduction of cost, increase of revenues, monitoring and adjusting balances in bank (cash) accounts and identifying short term investment options.
4. Monitor and takes necessary steps to address any overdrawn balance issues that may arise within any of the foundations bank accounts.
5. Assist the donor relations area in responding to issues and inquiries from money managers and investment professionals regarding their managed money accounts.

6. Act as a resource to the donor relations area to support the donor and investment manager relationships.
7. Assist with required annual report, annual audits, and quarterly statements for donors and others as directed.
8. Maintain a professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional societies.
9. Actively integrates biblical principles in day-to-day behavior, exhibiting integrity and strong moral character.
10. Assume additional responsibilities and PERFORM special projects as needed or directed.



LEVEL 5

ASSISTANT MANAGER-“RETAIL BANKING”

ASSISTANT MANAGER-“RETAIL BANKING” IS DESIGNATED TO IMPLEMENT STRATEGIC DEVELOPMENT PLAN TO ACHIEVED CLIENT SATISFACTION.

ASSISTANT MANAGER-“RETAIL BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Handle complaints which exceed the management ability of the 1st line client satisfaction specialist.
2. Provide the 2nd tier support (i.e. to handle the serious cases) in the Customer Service/Customer Relations Center.
3. Monitor and improve the existing workflow in Customer Service / Customer Relations Centre.
4. Improve the customer service to end users.
5. Work with internal parties to improve the overall customer satisfaction.
6. Prepare regular reports to local and worldwide team.



LEVEL 5

ASSISTANT MANAGER-“CORPORATE BANKING”

AN ASSISTANT MANAGER-“CORPORATE BANKING” IS DESIGNATED TO FORMULATE AND IMPLEMENT STRATEGIC DEVELOPMENTAL POLICIES, CARRYING OUT DEVELOPMENTAL TASKS AS WELL AS TO REGULATE AND MONITOR PERFORMANCE OF FINANCIAL INSTITUTIONS.

AN ASSISTANT MANAGER-“CORPORATE BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Prepare, implement and monitor strategic developmental policies on financial institutions.
2. Review and monitor policies formulated.
3. Analyze trends and developments of financial institutions and provide input.
4. Process corporate proposals, corporate actions and mergers & acquisition proposals from financial institutions.
5. Process licensing applications and new entrants.
6. Provide input for stakeholders.
7. Prepare presentations and briefings.
8. Prepare annual department's focus.
9. Draft speech.
10. Undertake projects and ad-hoc assignments as required.



LEVEL 5

ASSISTANT MANAGER-“INVESTMENT BANKING”

AN ASSISTANT MANAGER IS DESIGNATED TO MONITOR THE OPERATING AND FINANCIAL PERFORMANCE IN DEVELOPING INVESTMENT STRATEGIES OF THE BUSINESS AND TAKE APPROPRIATE CORRECTIVE ACTIONS TO ACHIEVE GOALS

AN ASSISTANT MANAGER-“INVESTMENT BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Arrange and assign manpower job for daily operations.
2. Recommend or initiates personnel actions such as promotions, transfers, discharges and disciplinary actions and monitors personnel and attendance records.
3. Trains or arrange for the training of workers and explains company policies.
4. Initiate or suggest PLAN to motivate workers to achieve goals.
5. Ensure that quality of work meets standards.
6. Analyze and resolves work problems.
7. Assist to coordinate on matters of setup and dealing reports.
8. Produce weekly, monthly and quarterly management reports to management.
9. Make appropriate recommendations and advising of the impact on the business.
10. Carry out any necessary research, analyse and conclude information.
11. Identify process improvement in dealing reporting structure & processes.



LEVEL 6

MANAGER-“RETAIL BANKING”

A MANAGER-“RETAIL BANKING” IS RESPONSIBLE TO ENSURE COMPLIANCE WITH OBJECTIVES, POLICIES, AND PROCEDURES FOR BANKING CENTER LENDING AND ALL OTHER OPERATIONS. HE/SHE ALSO NEED TO DEMONSTRATE THE LEADERSHIP MODEL AT ALL TIMES.

A MANAGER-“RETAIL BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Responsible for using the Structured Coaching Visit (SCV) process to drive sales, service, operations, and people results for approximately banking centers within a consumer market.
2. Provide coaching to banking center managers and associates to ensure consistent implementation of the sales playbook.
3. Evaluate the overall effectiveness of banking centers through analysis of daily sales reports, customer barometer and top box reports, and seven priorities reporting.
4. Implement PLAN for improving overall sales and service.
5. Works with Consumer Market Executive and Banking Center Managers to evaluate the performance of sales and service associates in the banking centers.
6. Lead market initiatives and manage key processes assigned by Consumer Market Executive.
7. Recruit and develops world-class, diverse, bilingual talent at all levels of the organization.

8. Develop relationships with key partners in marketing, customer service, fulfillment, associate readiness, finance and personnel.
9. Team with others to leverage best practices and breakthrough strategies to exceed sales/service goals.
10. Support the consumer market executive in communicating the market goals, ensuring accountability and measuring performance in the market.



LEVEL 6

MANAGER-“CORPORATE BANKING”

A MANAGER-“CORPORATE BANKING” IS RESPONSIBLE TO DEVELOP CORPORATE BANKING PRODUCTS OR SERVICE, EXECUTE STRATEGIC PLAN, MANAGING BUDGETS AND EXTERNAL SUPPLIERS.

A MANAGER-“CORPORATE BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Maintain and develop a large corporate portfolio.
2. Deliver financial solutions to the banks corporate customers.
3. Demonstrate a thorough knowledge of corporate banking products including trade finance, contractor financing, syndications and project finance.
4. Develop and execute strategic communication PLAN.
5. Write compelling materials including internal memos and emails, news releases, speeches, key messages, and presentations.
6. Write communications on behalf of senior executives that capture executives' "tone and voice."
7. Proactively identify and pitch media (all types) on various topics and targeted campaigns.
8. Provide strategic communication counsel and advice to senior executives, developing communication that drives business results.
9. Analyze and report on results of internal and external communications activities.
10. Manage corporate budgets and external suppliers.

11. Develop and execute on internal and external communication strategies for senior executives.
12. Demonstrate experience in exercising judgment in dealing with sensitive situations and in providing communication counsel to executives.



LEVEL 6

MANAGER-“INVESTMENT BANKING”

A MANAGER-“INVESTMENT BANKING” IS DESIGNATED TO MANAGE INVESTMENT PORTFOLIO AND MAINTAINING GOOD INVESTMENT QUALITY PORTFOLIO, GENERATE QUALITY INCOME AND ACHIEVING DESIRED GROWTH RATES.

A MANAGER-“INVESTMENT BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Manage the investment appraisal process for potential investment businesses including performing financial analysis and an appropriate level of due diligence.
2. Present the investment appraisal to the investment committee.
3. Develop creative structuring finance packages for social enterprises which offers them financing solutions appropriate to their risk, growth profile and type of legal entity.
4. Manage the investment process including liaising with legal advisors to create suitable investment agreements / loan documentation.
5. Manage the fund performance and reporting process including reporting on both financial and social returns to investors.
6. Ensure that fund investments and returns are accurately and fully recorded.
7. Liaise with partner to maintain relationships with portfolio companies and tracking performance against targets on a monthly basis, flagging possible issues to the board of big issue invest.

8. Deal origination activities, including networking at social enterprise, third sector and other events.
9. Promote big issue invest and identify potential targets.
10. Organise meetings with potential investors and partners and providing supporting material to them relating to big issue invest and funds.



LEVEL 7

SENIOR MANAGER-“RETAIL BANKING”

A SENIOR MANAGER-“RETAIL BANKING” INVOLVED IN THE CREATION, DEVELOPMENT, IMPLEMENTATION AND MANAGEMENT OF CONSUMER PROMOTIONAL PROGRAMS.

A SENIOR MANAGER-“RETAIL BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Execute long-term strategies and annual PLAN.
2. Drive overall corporate partnerships with industry leaders.
3. Work closely with marketing services, corporate communications, and agencies to fully integrate consumer promotions programs across all components of the marketing mix to leverage synergies to maximize impact.
4. Execute consumer promotions concepts, programs and materials (advertising, online, pos/merchandising, etc.).
5. Manage fulfillment-related activities for consumer promotional programs.
6. Perform internal communication with brand groups as to status of promotions (budget, strategies, execution, etc.).
7. Obtain all necessary legal approvals.
8. Manage vendors/promotional agencies.
9. Develop and execute presentations for internal and partner programs.
10. Validate success of promotional programs.

11. Manage external and internal resources.
12. Demonstrate understanding and proficiency in all aspects of consumer promotions.



LEVEL 7

SENIOR MANAGER-“CORPORATE BANKING”

A SENIOR MANAGER-“CORPORATE BANKING” IS DESIGNATED TO RESPONSIBLE IN THE CREATION, DEVELOPMENT, IMPLEMENTATION AND MANAGEMENT OF CONSUMER PROMOTIONAL PROGRAMS.

A SENIOR MANAGER-“CORPORATE BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Develop strategic financial business partner providing guidance and analysis related to business unit's operations; including revenue and cost analysis, inventory management, technology additions, business development transactions and acquisition analysis.
2. Review Return on Investment (ROI) of key business unit's programs and key customer accounts.
3. Ensure recommendations are clearly communicated and key PLAN implemented to improve business unit's profitability.
4. Oversee business unit's financial planning process including budgeting, analysis, financial narratives, balance sheet indicators, headcount drivers, financial presentation packages and communication of risks/opportunities.
5. Collaborate on business unit's reviews with general manager.
6. Drive financial planning and analysis of new technology acquisitions, product launches and enhancements to existing product lines.
7. Review and analyze department and site costs and provide guidance regarding financial management objectives.

8. Manage risk/opportunities with business support limit surprises, provide for risks timely and objectively.
9. Develop, evaluate, and monitor Business Unit's accounting and business processes, systems and financial reporting in compliance with corporate banking standards.
10. Manage bonus and sales commission program including data collection, analysis, payout calculations.
11. Responsible for compliance with corporate policy, audit requirements, accounting close and preparation and review of Business Unit's financial statements.
12. Manage relationships with auditors.
13. Manage Business Unit's accounting and banking staff and share best practices across banking organization within the corporation and the Business Unit's.



LEVEL 7

SENIOR MANAGER-“INVESTMENT BANKING”

A SENIOR MANAGER-“INVESTMENT BANKING” IS RESPONSIBLE TO ARRANGE BANK FINANCING, STRUCTURING, DEVELOPING MANAGEMENT EQUITY PLAN AND LIAISING WITH M&A, LEGAL, FINANCIAL AND OTHER ADVISOR'S.

A SENIOR MANAGER-“INVESTMENT BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Reporting to the Executive Director.
2. Review financial models prepared by associates and analysts, vetting the assumptions, presenting to the appropriate areas.
3. Manage preparation and presentation of information memoranda, prospectuses, fairness opinions (including valuation).
4. Demonstrate ability to generate prospectuses/information memoranda/ investment teasers/pitch books; etc.
5. Involve in all areas of the investment process such as commercial and financial due diligence, articulating the business case via presentations to the investment committee.
6. Evaluate and form an opinion about long term feasibility of investments, volatility and taking short term views in accordance with market trends.
7. Carry out due diligence, including considerable experience running the investment process.
8. Review and analyze financial and other information from multiple sources.

9. Ensure maintaining good investment quality portfolio generating quality income and achieving desired growth rates.
10. Mentor and lead junior team members (associates and analysts) through the process.



LEVEL 8

GENERAL MANAGER-“RETAIL BANKING”

A GENERAL MANAGER-“RETAIL BANKING” IS DESIGNATED TO MANAGE ALL ASPECTS OF THE CONSUMER LENDING DEPARTMENT, INCLUDING CREDIT AND PRODUCTION AND ASSIST IN PICKING A NEW AUTOMATED UNDERWRITING PROGRAM REWORK LINE OF CREDIT AND CREDIT CARD PROGRAMS.

A GENERAL MANAGER-“RETAIL BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Responsible for the overall development, planning, organizing, controlling of consumer loans and directing of business PLAN to meet service and profit objectives.
2. Achieve financial objectives and targets set for consumer lending, mortgage, hire purchase, consumer deposits, product development and marketing development.
3. Align sales goals and key marketing priorities plus share strategies and PLAN with regions for better market alignment and leverage.
4. Manage the metrics, budget schedule and return on investment per activity.
5. Develop, maintain and grow business relationships with existing and new customers to increase customer acquisition and profitability.



LEVEL 8

GENERAL MANAGER-“CORPORATE BANKING”

A GENERAL MANAGER-“CORPORATE BANKING” IS DESIGNATED TO PLAN FOR ACHIEVEMENT OF REVENUE, PROFIT, VOLUME, MARKET SHARE, QUALITY AND SERVICE OBJECTIVES.

A GENERAL MANAGER-“CORPORATE BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Monitor market environment (consumer, technology, competition and government/regulatory agencies) to understand the impact on change as it relates to product suite.
2. Operate the account in accordance with the approved budget while meeting client expectations.
3. Maintain excellent relationships with employees, guests and client as well as other departments within the operation.
4. Promote the professional growth and development of the entire team.
5. Participate in employee meetings, reviews and training programs.
6. Manage in compliance with local, state, and federal laws and regulations.
7. Maintain an active role in management team developments.
8. Establish and maintain good rapport with staff, client and guest and other departments.
9. Prepare financial document for all areas including financial reporting with sales reports, writing and adhering to annual budgets and cash handling.
10. Analyse and trending the financial data.



LEVEL 8

GENERAL MANAGER-“INVESTMENT BANKING”

A GENERAL MANAGER-“INVESTMENT BANKING” IS DESIGNATED TO MONITOR THE OPERATION AND FINANCIAL PERFORMANCE OF THE BUSINESS INCLUDING MANAGING INVESTMENT COMPANY’S DAY TO DAY OPERATIONS ACCORDING TO ESTABLISHED PLAN, POLICIES, PROCEDURES, LEGAL AND REGULATORY REQUIREMENTS FOR MARKETING, ASSET MANAGEMENT AND INVESTMENT DIVISION TO ACHIEVED GOALS.

A GENERAL MANAGER-“INVESTMENT BANKING” MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Manage and directs the organization towards its primary objectives, based on profit and return on shareholder’s equity.
2. Lead the development of business strategy, investment strategy, asset allocation plan, business model and annual budgets.
3. Implementation framework (including milestones) in consultation with the Managing Director & CEO and Board of Directors for the marketing, asset management and investment division.
4. Participate in setting up long and short term actionable goals for Investment Company.
5. Ensure protection of Investment Company’s interests in business agreements, litigation, claims, disputes and other matters of company representation.
6. Implement a comprehensive risk management process that identifies various forms of risks, measures risks (specifically market and operational risks) and manages risks.

7. Oversee development of governance framework in consultation with Board of Directors.
8. Oversee development of mechanisms to monitor the financial and operational performance of invested companies.
9. Recommend industry, sector and geographical concentration limits and advise on the regional and sector specific asset allocation model for small and medium enterprise and family owned businesses.
10. Review SWOT, risk and competitor analysis for companies being evaluated to validate potential for growth.

(JOB TITLES)

FINANCE

LEVEL 1
NOT AVAILABLE

LEVEL 2
FINANCE CLERK

LEVEL 3
FINANCE OFFICER

LEVEL 4
FINANCE EXECUTIVE

LEVEL 5
FINANCE ASSISTANT MANAGER

LEVEL 6
FINANCE MANAGER

LEVEL 7
FINANCE SENIOR MANAGER

LEVEL 8
CHIEF FINANCE OFFICER



LEVEL 2

FINANCE CLERK

A FINANCE CLERK IS DESIGNATED TO ASSIST IN ALL RELATED FINANCE AND ADMINISTRATION MATTERS.

A FINANCE CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Handle data entry and account transaction.
2. Maintain and update finance records and general book-keeping.
3. Perform general administrative matters.
4. Finalize year-end account.
5. Responsible for accounts payable, accounts receivable, journal, trial balance and cheque issue.
6. Handle full set and partial set of finance.
7. Perform all related finance matters.
8. Reconcile bank and supplier statement.
9. Perform other duties as assign by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 3

FINANCE OFFICER

A FINANCIAL OFFICER IS DESIGNATED TO MAINTAIN FINANCIAL, ACCOUNTING, ADMINISTRATIVE AND PERSONNEL SERVICES IN ORDER TO MEET LEGISLATIVE REQUIREMENTS AND SUPPORT MUNICIPAL OPERATIONS.

A FINANCIAL OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Administer and monitor the financial system in order to ensure that the municipal finances are maintained in an accurate and timely manner.
2. Prepare the budget.
3. Implement financial policies and procedures.
4. Establish and maintain cash controls.
5. Establish, maintain and reconcile the general ledger.
6. Monitor cash reserves and investments.
7. Prepare and reconcile bank statements.
8. Establish and maintain supplier accounts.
9. Processes supplier invoices.
10. Maintain the purchase order system.
11. Verify data is entered into the system.
12. Issue cheques for all accounts due.

13. Verify security for all credit cards and verify charges.
14. Confirm transactions are properly recorded and entered into the computerized.
15. Prepare income statements.
16. Prepare balance sheets.
17. Perform other duties as assign by superior.



LEVEL 4

FINANCE EXECUTIVE

A FINANCE EXECUTIVE IS DESIGNATED TO BUDGET, PLAN AND FORECAST FOR IMPLEMENTING PERFORMANCE MEASURES FOR THE BUSINESS.

A FINANCE EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Handle the full sets of accounts, and manage budgetary reports and analysis.
2. Coordinate on matters of setup and financial reports.
3. Produce weekly, monthly and quarterly management reports to senior management.
4. Make appropriate recommendations and advising of the impact on the business.
5. Improve the systems surrounding all aspects of the budgets, forecast and management reporting.
6. Carry out any necessary research, analyzing it and concluding on the information.
7. Identify process improvement in financial reporting structure & processes.
8. Consolidate billable, billed and financial reports to raise invoices for billing to customers.
9. Perform other duties as assign by superior.



LEVEL 5

FINANCE ASSISTANT MANAGER

A FINANCE ASSISTANT MANAGER IS DESIGNATED TO PARTICIPATE IN AND ASSISTS WITH MANAGING THE DAY TO DAY ACTIVITIES OF THE FINANCE WORK GROUP AS A WORKING SUPERVISOR.

A FINANCE MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

1. Lead the functions of accounts payable (including purchasing), payroll administration, and benefits administration, and all duties related thereto.
2. Assist in the development of financial policies and procedures and implementation thereof.
3. Research, analyzes, evaluates, and reports on problem areas, including solutions.
4. Execute in compiling information and preparing reports on matters of a confidential nature or inquiry, or on a sensitive issue.
5. Execute in the selection of finance department staff.
6. Supervise, directs, and evaluates assigned staff.
7. Maintain and replaces equipment, materials and supply inventory for the Finance Department.
8. Maintain professional affiliations and attends workshops and training sessions as appropriate.
9. Act as a liaison with other governmental agencies and provides information to the public.
10. Serve as Finance Manager in his/her absence.
11. Perform special research projects or other administrative tasks.



LEVEL 6

FINANCE MANAGER

A FINANCE MANAGER IS DESIGNATED TO MANAGE AND DRIVE THE FINANCE TEAM TO SUPPORT OPERATIONAL BUSINESS NEEDS AND BUSINESS GROWTH.

A FINANCE MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Report to the Finance General Manager.
2. Manage and drive the finance team to support operational business needs and business growth.
3. Working in tandem with the management team to implement best corporate governance practices which are aligned to Corporate's guidelines and policies.
4. Verify all reporting, mandatory and otherwise required, are submitted on a timely basis.
5. Responsible for the whole set of financial reporting for the company.
6. Perform controllership duties and assist in tax planning.
7. Responsible for staff performance in the finance department.
8. Report on timely/accurately basis on the operation's performance.
9. Coordinate internal and external financial audits.
10. Set up financial accounting systems, processes and procedures, and ensure follow-up.

11. Responsible for forecasting, budgeting and control.
12. Oversee financial reporting, cash flow planning, inventory control and analysis.
13. Perform other duties as assign by superior.



LEVEL 7

FINANCE SENIOR MANAGER

A FINANCE SENIOR MANAGER IS DESIGNATED TO TAKE RESPONSIBILITY AS THE PRIMARY POINT OF CONTACT FOR DIVISIONAL CONTROLLERS AND MEMBERS OF COMMERCIAL FINANCE TO EDUCATE THEM ON ACCOUNTING MATTERS AND ADVISE ON DISCLOSURES AND REPORTING REQUIREMENTS.

A FINANCE MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Provide financial consultation, support and expertise to our Product area in order to help business leaders make quality decisions and achieve business objectives.
2. Support the financial modeling of profit improvement strategies for the Product segment.
3. Provide financial scenario analysis, interpretation, and recommendations regarding product portfolios.
4. Participate in strategic and tactical planning, provide ad-hoc management reporting, and assist with business planning, including key drivers, initiatives, and baselines.
5. Manage and direct the annual budget process for all the units.
6. Review the marketing departments accruals and re accruals each month for submission to accounting on a timely basis.
7. Manage a staff budget and expenses of professionals and hires new staff.

8. Conduct performance reviews, trains staff and provide coaching and guidance.
9. Analyse the budget throughout the year and identifies potential issues and trends.
10. Manage and direct the daily expense report process.
11. Review daily and monthly financial information.
12. Prepare written and timely analysis of budget to actual variances each month.
13. Lead monthly re-forecasting of expenses for the remainder of the fiscal year.
14. Monitor spending levels and identifies ways to implement efficiencies.
15. Recommend improvement ideas to the budgeting and expense reporting process, develops proposals and presents to the Finance General Manager.
16. Prepare financial models at the discretion of management.
17. Prepare financial reports and charts that present budgetary information in a clear and concise manner for management.
18. Perform other duties as assign by superior.



LEVEL 8

CHIEF FINANCE OFFICER

A CHIEF FINANCE OFFICER IS DESIGNATED TO RESPONSIBLE FOR OVERALL PLANNING, DEVELOPING AND IMPLEMENTING STRATEGIES FOR THE OPERATIONAL MANAGEMENT OF THE COMPANY.

A CHIEF FINANCE OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Oversee all company accounting practices, including accounting departments, preparing budgets, financial reports, tax and audit functions.
2. Direct financial strategy, planning and forecasts, conferring with president, VP of sales and department heads.
3. Supervise investment and raising of funds for business.
4. Study, analyzes and reports on trends, opportunities for expansion and projection of future company growth.
5. Design, implement and review all systems and control processes to ensure efficiency and effectiveness of the finance function.
6. Develop excellent working relationships with major investment institutions and the banking and financial services community worldwide.
7. Act as a strong business partner supporting the Board and provide leadership in communicating to the board and senior finance team on various financial issues, as well as taking responsibility for the development

of a high quality group finance team to achieve the best standards in financial reporting.

8. Develop business strategy of the firm (ensuring the regional offices meet targets, profitability etc).
9. Perform management accounting- preparation & delivery of annual PLAN, budgets, reforecast, monthly management accounts.
10. Manage statutory accounts/Fiscal Accounts.
11. Organise implementation of finance policies & procedures.
12. Handle overall treasury, asset management, cash flow management & balance sheet financing.
13. Perform internal control and corporate governance (including internal and external audit matters and control environment).
14. Responsible for all accounting, tax, and compliance issues including planning and policy setting including ensuring the correct and accurate preparation of annual statutory financial statements and audit at year end, and liaison with auditors through to issuing financial statements.
15. Design and implement new funds and carry structures, re-structure existing funds and schemes when required, wind down old schemes and management of all such arrangements.

(JOB TITLES)

PROFESSIONAL SERVICES - ACCOUNTING

LEVEL 1
NOT AVAILABLE

LEVEL 2
ACCOUNT CLERK

LEVEL 3
ACCOUNT OFFICER

LEVEL 4
ACCOUNT EXECUTIVE

LEVEL 5
ACCOUNT ASSISTANT MANAGER

LEVEL 6
ACCOUNT MANAGER

LEVEL 7
ACCOUNTANT

LEVEL 8
NOT AVAILABLE



LEVEL 2

ACCOUNT CLERK

AN ACCOUNT CLERK IS DESIGNATED TO ASSIST IN ALL RELATED ACCOUNTING AND ADMINISTRATION MATTERS

AN ACCOUNT CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Handle data entry and account transaction.
2. Maintain and update accounting records and general book-keeping.
3. Perform general administrative matters.
4. Finalize year-end accounts.
5. Responsible for accounts payable, accounts receivable, journal, trial balance and cheque issue.
6. Handle full set and partial set of accounts.
7. Perform in all related accounting matters.
8. Reconcile bank and supplier statement.
9. Perform other duties as assign by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 3

ACCOUNT OFFICER

AN ACCOUNT OFFICER IS DESIGNATED TO SUPERVISE AND COORDINATES ACTIVITIES OF ACCOUNT WORKERS.

AN ACCOUNT OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Supervise and co-ordinate activities of accountants and department clerical staff.
2. Engage in planning and administering accounting systems for an organization.
3. Apply specialized knowledge of accounting systems.
4. Supervise worker engaged in particular accounting activity and be designated accordingly.
5. Study assignments, determines manpower requirement, and estimates material and supplies needed for completion of work.
6. Hire and assign duties to worker.
7. Prepare and submit progress or other reports.
8. Adjust errors and complaints.
9. Perform other duties as assign by superior.



LEVEL 4

ACCOUNT EXECUTIVE

AN ACCOUNT EXECUTIVE IS DESIGNATED TO EXECUTE DAILY ACCOUNTING/ FINANCE OPERATION.

AN ACCOUNT EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Reports to the Accountant.
2. Execute daily accounting/finance operation and represent the Company with customers.
3. Process invoices for payment (checking, verification, keying into system).
4. Carry out ad-hoc tasks as and when necessary.
5. Confirm timely preparation of financial reports.
6. Liaise with auditors, tax agents, banks and other statutory bodies/ authorities.
7. Plan and manage cash-flow of the company.
8. Monitor and ensure that financial reporting of the Company is kept up to date with changes in relevant governing standards/rules/regulations.
9. Report directly to Chief Executive Officer.
10. Perform other duties as assign by superior.



LEVEL 5

ACCOUNT ASSISTANT MANAGER

AN ACCOUNT ASSISTANT MANAGER IS DESIGNATED TO MANAGE CASH-FLOW OF THE COMPANY AND DAILY ACCOUNTING/FINANCE OPERATION.

AN ACCOUNT ASSISTANT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Report to Chief Financial Officer.
2. Responsible for accounting functions, work closely with Group Finance Department.
3. Prepare data for financial analysis and assist in tracking and analyzing financial performance.
4. PERFORM financial planning and analysis, review and control.
5. Lead and participate in ad-hoc improvement initiatives as required.
6. Plan and manage cash-flow of the company.
7. Preparation of complete set of accounts.
8. Generate monthly, quarterly, and yearly reports on a timely basis.
9. Confirm that all balances are kept current.
10. Coordinate with other departments in developing the Company's procurement plan/strategies, etc.

11. Liaise with external auditor, tax agent, solicitors, bankers, company secretary and others professional to ensure compliance with all matters relating to audit, tax and statutory requirements.
12. Evaluate quotations and negotiate prices with identified potential suppliers.
13. Carry out material planning, buying and inventory control.
14. Expedite orders and follow-up on delivery and product specifications.
15. Supervision of the accounting team in day-to-day accounting activities including process payments of vendors, petty cash disbursement and payment receipts.
16. Perform other duties as assign by superior.



LEVEL 6

ACCOUNT MANAGER

AN ACCOUNT MANAGER IS DESIGNATED TO CALCULATE, INPUT AND VERIFY DATA ON A REGULAR BASIS AND OVERSEE ALL OF THESE BASIC FUNCTIONS IN ADDITION TO MAINTAINING ALL FINANCIAL RECORDS. THESE POSITIONS MAY REQUIRE A GREAT DEAL OF TIME SPENT RESEARCHING, OR REVIEWING THE WORK OF OTHERS.

AN ACCOUNTANT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Report to and work closely alongside the Managing Director.
2. Manage year end audit including production of reports and liaison with auditors.
3. Perform coordination on annual stock take.
4. Perform reconciliation of control and nominal accounts.
5. Manage quarterly VAT returns, monthly bank reconciliations and foreign exchange accounts.
6. Oversee the sales and purchase order systems.
7. Manage liaison with suppliers.
8. Monitor and improve internal controls and procedures.
9. Control and monitoring of information on Sage.



LEVEL 7

ACCOUNTANT

AN ACCOUNTANT IS DESIGNATED TO ANALYZE REVENUES, COSTS, FINANCIAL LIABILITIES, ASSETS AND TO CALCULATE FUTURE CASH FLOWS AS WELL AS TO REVIEW FINANCIAL REPORTS SUCH AS BALANCE SHEETS OR PROFIT/LOSS STATEMENTS.

AN ACCOUNTANT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Prepare profit and loss statements and monthly closing and cost accounting reports.
2. Compile and analyze financial information to prepare entries to accounts, such as general ledger accounts, and document business transactions.
3. Establish, maintain, and coordinate the implementation of accounting and accounting control procedures.
4. Analyze and review budgets and expenditures for local, state, federal, and private funding, contracts, and grants.
5. Monitor and review accounting and related system reports for accuracy and completeness.
6. Prepare and review budget, revenue, expense, payroll entries, invoices, and other accounting documents.
7. Analyze revenue and expenditure trends and recommend appropriate budget levels, and ensure expenditure control.

8. Explain billing invoices and accounting policies to staff, vendors and clients.
9. Resolve accounting discrepancies.
10. Recommend, develop and maintain financial data bases, computer software systems and manual filing systems.
11. Supervise the input and handling of financial data and reports for the company's automated financial systems.
12. Interact with internal and external auditors in completing audits.

(JOB TITLES)

PROFESSIONAL SERVICES - AUDITING

LEVEL 1
NOT AVAILABLE

LEVEL 2
AUDIT CLERK

LEVEL 3
AUDIT OFFICER

LEVEL 4
AUDIT EXECUTIVE

LEVEL 5
AUDIT ASSISTANT MANAGER

LEVEL 6
AUDIT MANAGER

LEVEL 7
AUDITOR

LEVEL 8
NOT AVAILABLE



LEVEL 2

AUDIT CLERK

AN AUDIT CLERK IS DESIGNATED TO COMPLY, PROCESS AND MAINTAIN FINANCIAL INFORMATION ACCORDING TO THE POLICIES AND STANDARD OPERATING PROCEDURE SET BY THE MANAGEMENT.

AN AUDIT CLERK MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Perform calculation, posting, and verifying duties to obtain financial data for use in maintaining accounting records.
2. Comply and sort documents, such as invoices and checks, substantiating business transaction.
3. Verify and post details of business transactions.
4. Compute and record charges, refunds, cost of lost or damaged goods, freight charges, rentals, and similar items.
5. Prepare vouchers, invoices, checks, accounts statements, reports, and other records, using typewriter or computer.
6. Prepare reconcile statements.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 3

AUDIT OFFICER

AN AUDIT OFFICER IS DESIGNATED TO COMPILE, PROCESS AND MAINTAIN BANKING, INSURANCE AND OTHER FINANCIAL INFORMATION ACCORDING TO THE POLICIES AND STANDARD OPERATING PROCEDURE BY THE MANAGEMENT.

AN AUDIT OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Verify accuracy of figures, calculations, and postings pertaining to business transaction recorded by other workers.
2. Examine expense accounts, commissions paid to employees, loans made on insurance policies, interest and account payments, cash receipts, sales tickets, bank records, inventory and stock-record sheets.
3. Verify accuracy of recorded data.
4. Correct errors or lists discrepancies for adjustments.
5. Compute percentages and totals, using adding or calculating machines, and compares results with recorded entries.
6. Carry out other general duties as per instructed by superior.



LEVEL 4

AUDIT EXECUTIVE

AN AUDIT EXECUTIVE IS DESIGNATED TO PLAN, ORGANIZE, DIRECT, CONTROL AND EVALUATE, THROUGH MIDDLE MANAGERS, THE OPERATIONS OF THEIR ORGANIZATION IN RELATION TO ESTABLISHED OBJECTIVES.

AN AUDIT EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Conduct audits for management to assess effectiveness of controls, accuracy of financial records, and efficiency of operations.
2. Examine records of departments and interviews workers to ensure recording of transactions and compliance with applicable laws and regulations.
3. Inspect accounting systems to determine their efficiency and protective value.
4. Analyze data obtained for evidence.
5. Prepare reports of findings and recommendations to auditor.
6. Develop controls procedure for fraud prevention.
7. Carry out other general duties as per instructed by superior.



LEVEL 5

AUDIT ASSISTANT MANAGER

AN AUDIT ASSISTANT MANAGER IS DESIGNATED TO PLAN, ORGANIZE, DIRECT, CONTROL AND EVALUATE, THROUGH MIDDLE MANAGERS, THE OPERATIONS OF THEIR ORGANIZATION IN RELATION TO ESTABLISHED OBJECTIVES.

AN AUDIT ASSISTANT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Report to the Internal Audit Manager and be responsible for all aspects of financial, compliance and process audits for Ministry of Health (MOH) and its related organisations, and report findings and recommendations to the Audit Committee.
2. Lead your team to conduct independent appraisals and reviews of the Ministry's functions with the objectives of ensuring good internal controls are in place, adherence to established procedures and controls as well as to ensure reliability of the financial records.
3. To support the business group to conduct a wide range of financial, operational audits to address the areas of controls and governance.
4. To improve current internal audit effectiveness.
5. Liaise with company's internal auditors to develop audit PLAN.
6. Execute audits to ensure compliance with group policies and approved procedures.

7. Prepare working paper to document audit work performed.
8. Make recommendations to promote the continuous improvement of the existing internal control processes.
9. Implement Control Self Assessment process to monitor how well the internal control and risk mitigating actions address the risks identified.
10. Perform follow up on the implementation of internal audit recommendations.



LEVEL 6

AUDIT MANAGER

AN AUDIT MANAGER IS DESIGNATED TO DEVELOP AN ANNUAL AUDIT PLAN TO ENSURE THE STRATEGIC VISION AND OPERATIONAL GOALS ARE CURRENT AND MET.

AN AUDIT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Develop an annual audit plan to ensure the strategic vision and operational goals of the branch are current and met.
2. Ensure the audit plan for each industry or segment of industry is well managed and appropriately addresses each industry's unique requirements; is based on a careful assessment of relative risk; and makes optimal use of resources available.
3. Ensure the annual audit plan is consistent with the company long-term PLAN, and balances fairness, equity and stakeholder priorities in program development.
4. Ensure activities are economical, effective and efficient and are adapted to auditing, professional, political and technological changes.
5. Keep current with business trends, complexities associated with cultural diversity and multi-national business and developments in information technology.
6. Evaluates changes and adapts audit programs to ensure effective and efficient audit coverage is maintained.
7. Manage assigned audit staff and resources efficiently, meeting audit performance benchmarks.

8. Develop competent, committed, challenged and professional audit staff who are able to work together in an atmosphere of mutual trust and respect. Supports a flexible and collegial management style to promote employee competence and a high caliber work product.
9. Develop and maintain the professional credibility of the audit program within the business community, while resolving complex and contentious interpretation issues.
10. Develop consensual audit management approaches with other audit and regional managers to develop consistent, integrated and effective audit programs, and achieve greater compliance, maximize audit returns and reviews contentious and precedent setting issues.
11. Recommend and implement sound policy and audit strategies and tactics.
12. Identify and obtain sufficient audit resources to achieve shared solutions and ensures audit operational areas can meet the demands of the branch.



LEVEL 7

AUDITOR

AN AUDITOR IS DESIGNATED TO MANAGE, PLAN AND STRUCTURE THE AUDIT PROJECTS. THE AUDITOR WILL EXAMINE AND ANALYZE ACCOUNTING RECORDS TO DETERMINE FINANCIAL STATUS OF ESTABLISHMENT AND PREPARES FINANCIAL REPORTS CONCERNING OPERATING PROCEDURES.

AN AUDITOR MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS BANKING, ASSET MANAGEMENT, MANUFACTURING, BUSINESS SERVICES INDUSTRIES AND ETC.

In particular the person will:

1. Plan, organize and complete audits to evaluate the effectiveness of the company's internal controls.
2. Conduct audit projects (fact finding, development and agreement of recommendations, presentations, audit report, follow up of implementation of recommendations)
3. Define the scope of the audit and develop the time schedule.
4. Develop the annual audit plan, including the on-going identification and assessment of the company's key risks.
5. Develop proper audit programs to address the relevant risks.
6. Examine internal controls and conduct audits with a value-added perspective.
7. Identify and recruit respective guest auditors from other organizational units.

8. Maintain knowledge in the areas of competence updated and be consultant to the other auditors in those areas.
9. Examine and analyzes accounting records to determine financial status of establishment.
10. Prepare financial reports concerning operating procedures.
11. Review data regarding material assets, net worth, liabilities, capital stock, surplus, income, and expenditures.
12. Inspect items in books of original entry to determine if accepted accounting procedure was followed in recording transactions.
13. Verify journal and ledger entries of cash and check payments, purchases, expenses, and trial balances by examining and authenticating inventory items.
14. Prepare reports for management concerning scope of audit, financial conditions found, and source and application of funds.
15. Make recommendations regarding improving operations and financial position of company.
16. Supervise and coordinate activities of auditors specializing in specific operations of establishments undergoing audit.
17. Identify and determine areas where audits should be done.

(JOB TITLES)

PROFESSIONAL SERVICES – TAXATION

LEVEL 1
NOT AVAILABLE

LEVEL 2
TAX CLERK

LEVEL 3
TAX OFFICER

LEVEL 4
TAX EXECUTIVE

LEVEL 5
TAX ASSISTANT MANAGER

LEVEL 6
TAX MANAGER

LEVEL 7
TAX AUDITOR AGENT

LEVEL 8
NOT AVAILABLE



LEVEL 2

TAX CLERK

A TAX CLERK IS DESIGNATED TO COMPLY, PROCESS AND MAINTAIN FINANCIAL INFORMATION ACCORDING TO THE POLICIES AND STANDARD OPERATING PROCEDURE SET BY THE MANAGEMENT.

A TAX CLERK MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Perform calculation, posting, and verifying duties to obtain financial data for use in maintaining accounting records.
2. Comply and sort documents such as invoices and checks, substantiating business transaction.
3. Verify and posts details of business transactions.
4. Compute and records charges, refunds, cost of lost or damaged goods, freight charges, rentals, and similar items.
5. Prepare vouchers, invoices, checks, accounts statements, reports, and other records, using typewriter or computer.
6. Prepare reconcile statements.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 3

TAX OFFICER

A TAX OFFICER IS DESIGNATED TO SUPERVISE AND COORDINATE ACTIVITIES OF PERSONNEL INVOLVED IN TAXATION OPERATIONS IN DEPARTMENT OR BRANCH OFFICE OF FINANCIAL INSTITUTION. PREPARES WORK SCHEDULES AND ASSIGN DUTIES TO OPERATIONS PERSONNEL TO ENSURE EFFICIENT OPERATION.

A TAX OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Supervise and coordinate activities of personnel involved in performing taxation services.
2. Prepare work schedules and assigns duties to operations personnel to ensure efficient operation of taxation work.
3. Ensure workers to comply with established standard procedures and practices.
4. Compile required and special reports on operating functions of taxation.
5. Gather information from taxpayer to verify net worth or reported financial status and identify potential tax issues.
6. Analyze issues to determine nature, scope, and direction of investigation required.
7. Carry out other general duties as per instructed by superior.



LEVEL 4

TAX EXECUTIVE

A TAX EXECUTIVE IS DESIGNATED TO PLAN, ORGANIZE, DIRECT, CONTROL AND EVALUATE, THROUGH MIDDLE MANAGERS, THE OPERATIONS OF THEIR ORGANIZATION IN RELATION TO ESTABLISHED OBJECTIVES.

A TAX EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Develop and evaluates evidence of taxpayer finances to determine tax liability.
2. Prepare federal, state, or local tax returns of individual, business establishment, or other organization.
3. Monitor the effects of business activities on taxes and on strategies for minimizing tax liability.
4. Ensure that establishment complies with periodic tax payment.
5. Devise and install tax record systems.
6. Recommend various aspects of tax accounting, such as tax laws applied to particular industry.
7. Carry out other general duties as per instructed by superior.



LEVEL 5

TAX ASSISTANT MANAGER

TAX ASSISTANT MANAGER IS DESIGNATED TO PLAN, ORGANIZE, DIRECT, CONTROLS AND EVALUATE, THROUGH MIDDLE MANAGERS, THE OPERATIONS OF THEIR ORGANIZATION IN RELATION TO ESTABLISHED OBJECTIVES.

TAX ASSISTANT MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Develop and evaluate evidence of taxpayer finances to determine tax liability.
2. Prepare federal, state, or local tax returns of individual, business establishment, or other organization.
3. Monitor the effects of business activities on taxes, and on strategies for minimizing tax liability.
4. Ensure that establishment complies with periodic tax payment.
5. Devise and install tax record systems.
6. Recommend various aspects of tax accounting, such as tax laws applied to particular industry



LEVEL 6

TAX MANAGER

A TAX MANAGER IS DESIGNATED TO PERFORM SPECIFIC RESPONSIBILITY IN PREPARING TAX RETURNS, COMPLIANCE WITH LOCAL TAX LEGISLATION AND GROUP REPORTING AND PLANNING.

A TAX MANAGER MAY BE FOUND IN PROFESSIONAL SERVICES SECTOR SUCH AS BANKING, FINANCE AND BUSINESS CONSULTANT.

In particular the person will:

1. Prepare tax returns, compliance with local tax legislation and Group reporting and planning.
2. Ensure that the operations comply with Group policies and procedures including local and international requirements when required.
3. Interpret highly technical and detailed knowledge of tax legislation.
4. Act as the primary support in all matters related to taxation.
5. Review and amends quarterly Group tax analysis.
6. Prepare and submits annual tax returns.
7. Assist Finance with reporting of tax balances and accounts as per rules requirement.
8. Act as liaison between the Tax Function and a variety of internal/external sources including external audit.
9. Assist Finance with the preparation of local statutory accounts.
10. Design and operates effective internal and external tax reporting.
11. Implement financial controls and ensures accuracy of tax reporting.
12. Minimize risk within the Tax function thorough tax planning.
13. Perform ad-hoc projects/tasks as required.



LEVEL 7

TAX AUDITOR AGENT

TAX AUDITOR AGENT IS DESIGNATED TO PLAN AND CONDUCT FIELD AUDITS AND REFUND INVESTIGATIONS OF TAXPAYERS' BUSINESS OPERATIONS, NON-RESIDENT, INDIVIDUAL TAXPAYERS AND COMPLETES DESIGNATED SEGMENTS GIVEN.

TAX AUDITOR AGENT MAY BE FOUND IN PROFESSIONAL SERVICES SECTOR SUCH AS BANKING, FINANCE AND BUSINESS CONSULTANT.

In particular the person will:

1. Plan & conduct field audits & refund investigations of taxpayers' business operations or of non-resident, individual taxpayers & completes designated segments of given field audit or refund investigation subject to review of higher-level tax auditor agent.
2. Perform research & prepares review summaries of supporting schedules & work papers as instructed.
3. Review taxpayer records as instructed.
4. Carry out assigned tasks using audit tools such as statistical sampling, block sampling, managed audits, participatory audits, data screening & audit PLAN.
5. Gather & compile information to be included in pre-audit analysis as instructed.
6. Perform post-audit research & prepares for review summaries of all supporting schedules & work papers that detail & support audit & refund recommendations as instructed.

7. Draft narratives or other correspondence to explain & support audit & refund recommendations & correspondence to request information falling within tax auditor agent's work experience.
8. Operate personal computer using office system software such as word processing, spreadsheet & database software to capture & present audit &/or refund recommendations.
9. Correspond with controller or other taxpayer representatives to discuss audit issues pertaining to assigned audit segments.
10. Confers with administrative review &/or office of chief counsel &/or attorney general's office.
11. Testifies before board of tax appeals &/or courts.
12. Operate motor vehicle to transport confidential audit files & documentation, containers of taxpayer records, or computer & peripherals necessary to conduct audit/refund investigation.

(JOB TITLES)

PROFESSIONAL SERVICES – IT AUDITOR

***LEVEL 1
NOT AVAILABLE***

***LEVEL 2
DATA PROCESSING AUDIT CLERK***

***LEVEL 3
DATA PROCESSING AUDIT OFFICER***

***LEVEL 4
DATA PROCESSING AUDIT EXECUTIVE***

***LEVEL 5
DATA PROCESSING AUDIT MANAGER***

***LEVEL 6
DATA PROCESSING AUDITOR***

***LEVEL 7
NOT AVAILABLE***

***LEVEL 8
NOT AVAILABLE***



LEVEL 2

DATA PROCESSING AUDIT CLERK

A DATA PROCESSING AUDIT CLERK IS DESIGNATED TO COMPILE, PROCESS AND MAINTAIN AUDITING AND OTHER FINANCIAL COMPUTERIZED INFORMATION ACCORDING TO THE POLICIES AND STANDARD OPERATING PROCEDURE SET BY THE MANAGEMENT.

A DATA PROCESSING AUDIT CLERK MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Verify accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.
2. Examine expense accounts, commissions paid to employees, loans made on insurance policies, interest and account payments, cash receipts, sales tickets, bank records, inventory and stock-record sheets.
3. Verify accuracy of recorded data using software.
4. Correct errors or lists discrepancies for adjustments using computer test data.
5. Compute percentages and totals, using computer and compares results with recorded entries.
6. Prepare audit document report to document findings and recommendations, using computer.
7. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience in data entry



LEVEL 3

DATA PROCESSING AUDIT OFFICER

A DATA PROCESSING AUDIT OFFICER IS DESIGNATED TO SUPERVISE AND COORDINATE ACTIVITIES OF PERSONNEL INVOLVED IN PERFORMING FINANCIAL OPERATIONS IN DEPARTMENT OR BRANCH OFFICE OF FINANCIAL INSTITUTION. PREPARES WORK SCHEDULES AND ASSIGNS DUTIES TO OPERATIONS PERSONNEL TO ENSURE SUFFICIENT OPERATION OF DEPARTMENT OR BRANCH.

A DATA PROCESSING AUDIT OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Prepare work schedules and assigns duties to operations personnel to ensure efficient operation of audit department.
2. Perform computerized audits accounts, records of proof, and certifications.
3. Ensure workers to comply of with established standard procedures and practices.
4. Comply with required and special reports on operating functions of audit department.
5. Prepare computerized reports of findings and recommendations to audit manager.
6. Establish audit objectives and devises audit plan, following general audit plan and previous audit reports.
7. Interview workers and examines records to gather data, following audit plan, and using computer.

8. Analyze data gathered to evaluate effectiveness of controls and determine accuracy of reports and efficiency and security of operations.
9. Supervise and coordinate activities of auditors specializing in specific operations of establishments undergoing computerized audit.
10. Perform supervisory functions.
11. Carry out other general duties as per instructed by superior.



LEVEL 4

DATA PROCESSING AUDIT EXECUTIVE

A DATA PROCESSING AUDIT EXECUTIVE IS DESIGNATED TO PLAN, ORGANIZE, DIRECT, CONTROL AND EVALUATE, THROUGH MIDDLE MANAGERS, THE OPERATIONS OF THEIR ORGANIZATION IN RELATION TO ESTABLISHED OBJECTIVES.

A DATA PROCESSING AUDIT EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Conduct audit for management to assess effectiveness of controls, accuracy of financial records and efficiency of operations.
2. Examine records of departments and interviews workers to ensure recording of transactions and compliances with applicable laws and regulations.
3. Inspect accounting systems to determine their efficiency and protective value.
4. Develop computerized controls for fraud prevention.
5. Establish audit objectives and devises audit plan based on general audit plan and previous audit report.
6. Analyze data gathered to evaluate effectiveness of controls and determine accuracy of reports and efficiency and security of operations.
7. Devise, writes, and test computer program required to obtain information needed from computer for audit, using computer.
8. Devise and control for new or modified computer application to prevent inaccurate calculations and data loss, and to ensure discovery of errors.

9. Verify journal and ledger entries of cash and check payments, purchases, expenses, and trial balances by examining and authenticating inventory system.
10. Carry out other general duties as per instructed by superior.



LEVEL 5

DATA PROCESSING AUDIT MANAGER

THE DATA PROCESSING AUDIT MANAGER IS DESIGNATED TO PERFORM SCHEDULING AND OPERATION OF MAINFRAME COMPUTER PROCESSING PRODUCTION TO PROVIDE EFFICIENT, EFFECTIVE, AND TIMELY SERVICE TO THE BANK.

THE DATA PROCESSING AUDIT MANAGER MAY BE FOUND IN PROFESSIONAL SERVICES SECTOR SUCH AS BANKING, FINANCE AND BUSINESS CONSULTANT.

In particular the person will:

1. Manage the IT operating budget and monitor all IT activities and costs; conduct cost benefit analysis; allocate resources and minimize costs related to IT systems and services.
2. Work with agency executives to set goals and direction for IT service delivery and technical infrastructure.
3. Provide technology briefings to senior executives on technological strategies and advances and their impact on agency functions.
4. Perform scheduling and operation of mainframe computer processing production to provide efficient, effective, and timely service to the client.
5. Plan, coordinate and direct information services operating systems and related components to provide for the operation of computer systems, including storage device management, security standards management, etc.
6. Direct the technical support efforts which include responsibility for all related computer system software, hardware, and database administration.

7. Perform direct supervisory duties of department staff, and coordinates staff for coverage in all related areas of the department.
8. Assume responsibility and is accountable for adherence to bank policies and procedures.
9. Coordinate with project executive on project objective and specific requirements on data delivery.
10. Perform post-fieldwork function, quality control measures in according to project specifications and standard procedures.
11. Produce accurate scripts of market research questionnaires.
12. Plan and execute data cleaning & data mining activities.
13. Conduct data conversion to specific format or specific analyses by the client.
14. Ensure accuracy and integrity in production of reports
15. Plan and organize schedules/resources for various projects.



LEVEL 6

DATA PROCESSING AUDITOR

A DATA PROCESSING AUDITOR IS DESIGNATED TO PLAN, ORGANIZES, AND DIRECTS THE DATA PROCESSING ACTIVITIES AND STAFF FOR A DEPARTMENT THAT UTILIZES AND MAINTAINS MULTIPLE COMPUTERIZED INFORMATION SYSTEMS; ASSESSES NEEDS AND PRIORITIES FOR INFORMATION SYSTEMS OPERATION, MAINTENANCE AND ENHANCEMENT; SUPERVISES DATA PROCESSING AND OTHER STAFF.

A DATA PROCESSING AUDITOR MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Plan, organize and direct development and enhancement of the data processing systems of a department, consults with others to assess data processing needs.
2. Conduct feasibility studies to identify ways of improving the efficiency and effectiveness of data processing services in the department.
3. Supervise, train, and evaluate the performance of staff; PLAN, assigns, and evaluates work of staff; develops schedules and coordinates work flow.
4. Oversee computer systems operations for the department; directs and assists staff in identification and resolution of problems with systems operations, including: design, production, data communications, LAN administration and operation issues.
5. Administer the implementation of new and revised systems; evaluates program and system designs; identifies and solves complex technical systems problems.

6. Develop technical standards and procedures for systems design, maintenance, and operation; designs computer systems, and coordinates installation of hardware, data communications lines/cables, and software.
7. Develop operating policies, procedures and standards; monitors systems performance and documentation; recommends modifications of departmental procedures, operations, and policies so the department may take best advantage of information systems technology to meet departmental goals and objectives.
8. Liaise with vendors and the department; negotiate and administer contracts; review bids and proposals; attend meetings with departmental.
9. Plan and conducts audits of data processing systems and applications to safeguard assets.
10. Ensure accuracy of data, and promote operational efficiency.
11. Establish audit objectives and devises audit plan, following general audit plan and previous audit reports.
12. Analyze data gathered to evaluate effectiveness of controls and determine accuracy of reports and efficiency and security of operations.
13. Write audit report to document findings and recommendations.
14. Devise, writes, and tests computer program required to obtain information needed from computer for audit.
15. Devise controls for new or modified computer application to prevent inaccurate calculations and data loss, and to ensure discovery of errors.

(JOB TITLES)

GENERAL INSURANCE

LEVEL 1

NOT AVAILABLE

LEVEL 2

INSURANCE CLERK – MOTOR & CASUALTY

CASUALTY UNDERWRITING CLERK

MOTOR UNDERWRITING CLERK

FIRE UNDERWRITING CLERK

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL
(PERSONAL ACCIDENT)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY
(PRODUCT LIABILITY INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY
(PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY
(PROFESSIONAL INDEMNITY INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY
(DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL
(HEALTH INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL
ACCIDENT (WORKMEN'S COMPENSATION/EMPLOYERS LIABILITY)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL
ACCIDENT (PLATE GLASS)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL
ACCIDENT (BURGLARY)**

**MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL
ACCIDENT (ALL RISKS/PERSONAL EFFECTS)
MARINE UNDERWRITER CLERK**

LEVEL 3

INSURANCE SENIOR CLERK – MOTOR & CASUALTY

CASUALTY UNDERWRITING SENIOR CLERK

MOTOR UNDERWRITING SENIOR CLERK

FIRE UNDERWRITING SENIOR CLERK

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK –
PERSONAL (PERSONAL ACCIDENT)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK– LIABILITY
(PRODUCT LIABILITY INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY
(PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY
(PROFESSIONAL INDEMNITY INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY
(DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK –
PERSONAL (HEALTH INSURANCE)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL
ACCIDENT (WORKMEN'S COMPENSATION/EMPLOYERS LIABILITY)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL
ACCIDENT (PLATE GLASS)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL
ACCIDENT (BURGLARY)**

**MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL
ACCIDENT (ALL RISKS/PERSONNAL EFFECTS)
MARINE UNDERWRITER SENIOR CLERK**

LEVEL 4

**INSURANCE ASSISTANT EXECUTIVE – MOTOR & CASUALTY
CASUALTY UNDERWRITING EXECUTIVE
UNDERWRITING EXECUTIVE (MOTOR & FIRE)
MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – LIABILITY
MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – PERSONNEL
MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – GENERAL
MARINE UNDERWRITER EXECUTIVE**

LEVEL 5

**INSURANCE MANAGER – MOTOR & CASUALTY
CASUALTY UNDERWRITING MANAGER
UNDERWRITING MANAGER (MOTOR & FIRE)
MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – LIABILITY
MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – PERSONNEL
MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – GENERAL
MARINE UNDERWRITER MANAGER**

LEVEL 6

NOT AVAILABLE

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 2

INSURANCE CLERK – MOTOR & CASUALTY

AN INSURANCE CLERK – MOTOR & CASUALTY PERFORM MOTOR AND CASUALTY ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

AN INSURANCE CLERK – MOTOR & CASUALTY MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check motor and casualty information.
2. Issue motor and casualty policy and non-policy documents.
3. Provide customer service.
4. Provide motor and casualty support.
5. Provide administrative support.
6. Assess standard motor and casualty risk.
7. Issues motor and casualty cover note.
8. Carry out other general duties as per instructed by superior

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

CASUALTY UNDERWRITING CLERK

A CASUALTY UNDERWRITING CLERK PERFORM CASUALTY UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A CASUALTY UNDERWRITING CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check motor and casualty information.
2. Issue motor and casualty policy and non-policy documents.
3. Provide customer service.
4. Provide motor and casualty support.
5. Provide administrative support.
6. Assess standard motor and casualty risk.
7. Issues motor and casualty cover note.
8. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MOTOR UNDERWRITING CLERK

A MOTOR UNDERWRITING CLERK PERFORM MOTOR UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MOTOR UNDERWRITING CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check on motor underwriting information.
2. Assess motor insurance risk inspection requirements.
3. Determine renewal risk acceptance.
4. Carry-out issuance of motor insurance cover note.
5. Process new/renewal motor insurance policy.
6. Prepare motor insurance endorsement documents.
7. Control motor insurance cover notes.
8. Handle motor insurance enquiries.
9. Maintain stock of stationery.
10. Organise filing system.
11. Carry out other general duties as per instructed by superior

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

FIRE UNDERWRITING CLERK

A FIRE UNDERWRITING CLERK PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A FIRE UNDERWRITING CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check on fire underwriting information.
2. Gather additional underwriting information.
3. Verify underwriting document/information
4. Assess risk inspection requirements.
5. Assess acceptance of fire insurance risk.
6. Calculate annual/short period/pro-rata fire insurance premium.
7. Prepare reinsurance outward placement/advice order slips.
8. Issue certificate of insurance for master fire policy.
9. Prepare fire insurance cover note.
10. Process fire insurance renewal notices.
11. Handle counter sales premium collection.
12. Compile list of unprocessed document.
13. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL (PERSONAL ACCIDENT)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL (PERSONAL ACCIDENT) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL (PERSONAL ACCIDENT) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check personal accident/co-insurance underwriting document/information.
2. Check personal accident insurance compliances.
3. Calculate annual/short period/prorate personal accident.
4. Prepare personal accident insurance reinsurance/co-insurance.
5. Process personal accident insurance policy documents.
6. Attend & respond to walk-in customers and telephone calls.
7. Distribute processed personal accident policy documents.
8. Distribute processed personal accident closing slips.
9. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PRODUCT LIABILITY INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PRODUCT LIABILITY INSURANCE) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PRODUCT LIABILITY INSURANCE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check underwritings information for compliance.
2. Issue product liability insurance policy.
3. Process product liability insurance non-policy documents.
4. Perform processed product liability insurance non-policy document check.
5. Issue confirmation letter to insured.
6. Update product liability insurance risk information for renewal.
7. Update circulars and correspondence register (internal and external).
8. Distribute processed product liability insurance policy documents.
9. Distribute processed product liability insurance closing slips.
10. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check new/renewal liability/CGL insurance/co-insurance underwriting document/information.
2. Check public liability/CGL insurance internal compliance.
3. Calculate annual/short period/pro-rata public liability/CGL insurance premium.
4. Check and update public liability/CGL insurance risk accumulation.
5. Prepare reinsurance outward placement/advice order slips.
6. Prepare public liability/CGL insurance cover note.
7. Issue public liability/CGL insurance policy.
8. Issue confirmation letter to customer.

9. Process public liability/CGL insurance renewal notices.
10. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PROFESSIONAL INDEMNITY INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check new/renewal liability/CGL insurance/coinsurance underwriting document/information.
2. Check public liability/CGL insurance internal compliance.
3. Calculate annual/short period/pro-rata public liability/CGL insurance premium.
4. Check and update public liability/CGL insurance risk accumulation.
5. Prepare reinsurance outward placement/advice order slips.
6. Prepare public liability/CGL insurance cover note.
7. Issue public liability/CGL insurance policy.
8. Issue confirmation letter to insured.

9. Process public liability/CGL insurance renewal notices.
10. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – LIABILITY (DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check new/renewal directors & senior clerks liability insurance risk underwriting documents.
2. Gather additional new/renewal directors & senior clerks liability insurance risks underwriting Information.
3. Collate directors & senior clerks liability insurance underwriting information.
4. Distribute underwriting information to insurance companies.
5. Draft directors & senior clerks liability insurance policy/endorsement wordings.
6. Issue directors & senior clerks liability insurance policy.

7. Produce directors & senior clerks liability insurance renewal listing.
8. Update directors & senior clerks liability insurance risk information.
9. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL (HEALTH INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL (HEALTH INSURANCE) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – PERSONAL (HEALTH INSURANCE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check health insurance underwriting documents/information.
2. Check health insurance internal compliance.
3. Calculate annual/short/period/pro-rata health insurance.
4. Update health insurance risk accumulation.
5. Draft health insurance policy/endorsement/wordings.
6. Check processed/printed health insurance policy.
7. Prepare health insurance cancellation letter/notice.
8. Produce health insurance renewal listing.
9. Collect counter sales premium collection.
10. Distribute processed health accident policy documents.
11. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING - GENERAL ACCIDENTS – (WORKMEN'S COMPENSATION EMPLOYERS LIABILITY)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (WORKMEN'S COMPENSATION/EMPLOYERS LIABILITY) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (WORKMEN'S COMPENSATION/EMPLOYERS LIABILITY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check workmen's compensation/EL/coinsurance underwriting document/information.
2. Calculate annual/short period/prorate workmen's compensation/EL insurance premium.
3. Update workmen's compensation/EL insurance risk accumulation.
4. Process workmen's compensation/EL insurance policy documents.
5. Prepare workmen's compensation/insurance cancellation letter/notice.
6. Issue workmen's compensation/EL insurance endorsement.
7. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (PLATE GLASS)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (PLATE GLASS) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (PLATE GLASS) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check plate glass underwriting documents/information.
2. Check plate glass insurance internal compliance.
3. Calculate annual/short period/prorata plate glass insurance premium.
4. Update plate glass insurance risk accumulation.
5. Prepare plate glass insurance reinsurance/co-insurance outwar placement /advice order slips.
6. Prepare plate glass insurance cover-note.
7. Process plate compannesation insurance non-policy document.
8. Issue plate glass insurance endorsement.
9. Process plate glass insurance renewal notice.
10. Handle any queries/complaints.
11. Organise filing system.

12. Maintain records.
13. Carry out document distribution.
14. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (BURGLARY)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (BURGLARY) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (BURGLARY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check burglary underwriting documents/information.
2. Gather additional burglary insurance underwriting information.
3. Check burglary insurance internal compliance.
4. Assess burglary insurance risk inspection requirement.
5. Calculate annual/short period/pro-rata burglary insurance premium.
6. Prepare health insurance wordings.
7. Prepare burglary insurance cover note.
8. Issue burglary insurance policy.
9. Process health insurance non policy documents.
10. Issue confirmation letter to insured.
11. Process health insurance renewal notices.
12. Handle any queries/complaints.

13. Organise filing system.
14. Carry out document distributions.
15. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 2

MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (ALL RISKS/PERSONAL EFFECTS)

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (ALL RISKS/PERSONAL EFFECTS) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY.

A MISCELLANEOUS ACCIDENT UNDERWRITING CLERK – GENERAL ACCIDENT (ALL RISKS/PERSONAL EFFECTS) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check all risks (personal effects) underwriting documents/information.
2. Check all risks (personal effects) insurance internal compliance.
3. Calculate annual/short period/pro-rata all risks (personal effects) insurance premium.
4. Assess all risks (personal effects) insurance retention/cession.
5. Prepare all risks (personal effects) insurance cover-note.
6. Issue risks (personal effects) insurance policy.
7. Process all risks compensation insurance non-policy document.
8. Process all risks (personal effects) endorsement.
9. Process all risks (personal effects) insurance renewal notices.
10. Collect counter sales premium collection.

11. Attend and respond to walk-in customers.
12. Organise filing system.
13. Carry out documents distribution.
14. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 2

MARINE UNDERWRITER CLERK

A MARINE CARGO UNDERWRITING CLERK PERFORM MARINE CARGO UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MARINE CARGO UNDERWRITING CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check marine cargo underwriting information.
2. Check marine cargo internal compliances.
3. Issue marine cargo policy and non-policy documents.
4. Provide customer services.
5. Provide marine cargo underwriting support.
6. Provide administrative support.
7. Assess standard marine cargo underwriting risk.
8. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience



LEVEL 3

INSURANCE SENIOR CLERK – MOTOR & CASUALTY

AN INSURANCE SENIOR CLERK – MOTOR & CASUALTY PERFORM MOTOR AND CASUALTY ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

AN INSURANCE SENIOR CLERK – MOTOR & CASUALTY MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify motor and casualty information.
2. Verify motor and casualty internal compliance.
3. Assess acceptance of motor and casualty risks.
4. Assess motor and casualty retention/cessions.
5. Draft motor and casualty endorsements and non-standard clause/warranties.
6. Verify policy and non-policy documents.
7. Prepare motor and casualty quotation.
8. Carry out other general duties as per instructed by superior.



LEVEL 3

CASUALTY UNDERWRITING SENIOR CLERK

A CASUALTY UNDERWRITING SENIOR CLERK PERFORM CASUALTY UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A CASUALTY UNDERWRITING SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify motor and casualty information.
2. Verify motor and casualty internal compliance.
3. Assess acceptance of motor and casualty risks.
4. Assess motor and casualty retention/cessions.
5. Draft motor and casualty endorsements and non-standard clause/warranties.
6. Verify policy and non-policy documents.
7. Prepare motor and casualty quotation.
8. Carry out other general duties as per instructed by superior.



LEVEL 3

MOTOR UNDERWRITING SENIOR CLERK

A MOTOR UNDERWRITING SENIOR CLERK PERFORM MOTOR UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MOTOR UNDERWRITING SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify motor underwriting information.
2. Verify vehicle inspection request.
3. Perform acceptance of motor insurance risk.
4. Verify new motor insurance risk policy document.
5. Verify renewal motor insurance documents.
6. Process motor insurance endorsement.
7. Monitor new motor insurance cover note books.
8. Prepare motor insurance reports.
9. Provide customer service on motor insurance.
10. Maintain subordinates discipline.
11. Provide coaching and on the job training and plan work schedule.
12. Monitor department/unit's work progress.
13. Verify subordinates reimbursement.
14. Carry out other general duties as per instructed by superior.



LEVEL 3

FIRE UNDERWRITING SENIOR CLERK

A FIRE UNDERWRITING SENIOR CLERK PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A FIRE UNDERWRITING SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check on fire underwriting information.
2. Verify underwriting document/information.
3. Assess risk inspection requirement.
4. Decide on risk inspection requirement.
5. Assess acceptance of fire insurance risk.
6. Verify reinsurance outward placement/advice order slips.
7. Verify policy/endorsement wordings and non-standard clause/warranties
8. Process fire insurance policy documents.
9. Prepare special rating application letter/form.
10. Check correspondence to LSR scheme manager.
11. Attend/respond to electronic correspondence.
12. Verify subordinates reimbursement.
13. Carry out other general duties as per instructed by superior.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – PERSONAL (PERSONAL ACCIDENT)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – PERSONAL (PERSONAL ACCIDENT) PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – PERSONAL (PERSONAL ACCIDENT) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify personal accident underwriting document/information.
2. Verify personal accident insurance internal compliances.
3. Decide on personal accident insurance new risk acceptance.
4. Verify personal accident insurance reinsurance/coinsurance.
5. Prepare personal accident insurance wordings.
6. Draft personal accident policy/endorsement wordings.
7. Draft personal accident nonstandard clauses/warranties.
8. Approve personal accident insurance cover note.
9. Check personal accident insurance certificate of insurance.
10. Check on processed non-policy document.
11. Decide personal accident insurance terms and conditions.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PRODUCT LIABILITY INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PRODUCT LIABILITY INSURANCE) PERFORM MISCELLANEOUS ACCIDENT UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PRODUCT LIABILITY INSURANCE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Perform new/renewal product liability insurance risks underwriting process.
2. Source product liability reinsures quotations.
3. Prepare product liability insurance wordings.
4. Draft product liability insurance policy/endorsement wordings.
5. Draft nonstandard product liability insurance clauses/warranties.
6. Check processed/ printed product liability insurance policy.
7. Decide product liability insurance terms and conditions.
8. Decide product liability insurance renewal invitation.
9. Attend/ respond to electronic correspondence.
10. Check status of unprocessed documents.
11. Carry out other general duties as per instructed by superior.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PUBLIC LIABILITY/ COMPREHENSIVE GENERAL LIABILITY)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify new/renewal public liability/CGL insurance risk underwriting documents/information.
2. Verify public liability/CGL insurance internal compliance.
3. Decide new public liability/CGL insurance risk acceptance.
4. Apply public liability/CGL insurance terms and conditions.
5. Check processed/issued public liability/CGL insurance policy.
6. Decide on public liability/CGL insurance terms and conditions.
7. Decide on public liability/CGL insurance terms and conditions.
8. Attend/respond to written and electronic correspondence.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PROFESSIONAL INDEMNITY INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (PUBLIC LIABILITY/COMPREHENSIVE GENERAL LIABILITY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify new/renewal public liability/CGL insurance risk underwriting documents/information.
2. Verify public liability/CGL insurance internal compliance.
3. Decide new public liability/CGL insurance risk acceptance.
4. Apply public liability/CGL insurance terms and conditions.
5. Check processed/issued public liability/CGL insurance policy.
6. Decide on public liability/CGL insurance terms and conditions.
7. Decide on public liability/CGL insurance terms and conditions.
8. Attend/respond to written and electronic correspondence.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE) PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – LIABILITY (DIRECTORS AND SENIOR CLERKS LIABILITY INSURANCE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check new/renewal directors & senior clerks liability insurance risks internal compliance.
2. Decide acceptance of new/renewal directors & senior clerks liability insurance risk.
3. Prepare directors & senior clerks liability quotation insured.
4. Draft nonstandard directors & senior clerks liability insurance clauses/warranty.
5. Check processed/printed directors & senior clerks liability insurance policy.
6. Decide directors & senior clerks liability insurance terms and conditions.
7. Decide directors & senior clerks liability insurance renewal invitation.
8. Attend/respond to written and electronic correspondence.
9. Carry out other general duties as per instructed by superior.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – PERSONAL (HEALTH INSURANCE)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – PERSONAL (HEALTH INSURANCE) PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – PERSONAL (HEALTH INSURANCE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify health insurance underwriting document/information.
2. Verify health insurance internal compliance in accordance with health insurance terms and conditions.
3. Verify health insurance reinsurance outward.
4. Draft health insurance non standard clauses/warranties.
5. Issue health insurance certificate (where necessary).
6. Check health insurance certificate of insurance.
7. Decide health insurance terms and conditions.
8. Decide health insurance renewal and renewal terms.
9. Attend/respond to written and electronic correspondence.
10. Update outgoing correspondence register.
11. Carry out other general duties as per instructed by superior.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENTS – (WORKMEN’S COMPENSATION EMPLOYERS LIABILITY)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (WORKMEN’S COMPENSATION/EMPLOYERS LIABILITY) PERFORM FIRE UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (WORKMEN’S COMPENSATION/EMPLOYERS LIABILITY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check workmen’s compensation/EL insurance compliance.
2. Verify workmen’s compensation/EL insurance internal compliance.
3. Decide on workmen’s compensation/EL insurance new risk acceptance.
4. Verify workmen’s compensation/ EL insurance reinsurance/ coinsurance outward placement/ advice order slips.
5. Draft workmen’s compensation/EL non-standard clauses/warranties.
6. Check processed/printed workmen’s compensation/EL insurance policy.
7. Decide workmen’s compensation/EL insurance terms and conditions.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (PLATE GLASS)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (PLATE GLASS) PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (PLATE GLASS) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify plate glass underwriting document/information.
2. Verify plate glass insurance internal compliance.
3. Assess acceptance of new plate glass risk.
4. Calculate plate glass insurance risk retention
5. Verify plate glass insurance/placement/advice order slips.
6. Prepare plate glass insurance wordings.
7. Approve plate glass insurance cover-note.
8. Check processed/printed plate glass insurance policy.
9. Perform check on processed non-policy document.
10. Check variations in underwriting factors.

11. Decide plate glass insurance terms and conditions.
12. Decide plate glass insurance renewal terms.
13. Attend/respond to written & electronic correspondence.
14. Perform monitoring functions.
15. Carry out other general duties as per instructed by superior.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (BURGLARY)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (BURGLARY) PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (BURGLARY) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify burglary insurance underwriting documents/information.
2. Verify burglary insurance internal compliance.
3. Decide on risk inspection.
4. Assess acceptance of new burglary insurance risk.
5. Calculate burglary insurance risk retention.
6. Verify burglary insurance reinsurance outward placement/advice.
7. Draft burglary insurance non standard clauses/warranty.
8. Approve burglary insurance cover note.
9. Check processed/printed burglary insurance policy.
10. Prepare burglary insurance quotation.
11. Check on processed non policy document.

12. Process personnel accident endorsement.
13. Decide on burglary insurance renewal and renewal terms.
14. Attend/respond to written and electronic correspondence.
15. Check status of survey matters.
16. Organise filing system.
17. Carry out other general duties as per instructed by superior.



LEVEL 3

MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (ALL RISKS/PERSONAL EFFECTS)

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (ALL RISKS/PERSONAL EFFECTS) PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING SENIOR CLERK – GENERAL ACCIDENT (ALL RISKS/PERSONAL EFFECTS) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify all risks (personal effects) underwriting document/information.
2. Verify all risks (personal effects) insurance internal compliance.
3. Assess acceptance of new all risks (personal effects) risk.
4. Assess all risks (personal effects) insurance retention/cession.
5. Prepare all risks (personal effects) insurance wordings.
6. Approve all risks (personal effects) insurance cover-note.
7. Check processed/printed all risks (personal effects) insurance policy.
8. Prepare all risks (personal effects) insurance quotation.
9. Process all risks (personal effects) endorsement.
10. Decide all risks (personal effects) insurance renewal.
11. Handle any queries/complaints.
12. Perform monitoring functions.
13. Carry out other general duties as per instructed by superior.



LEVEL 3

MARINE UNDERWRITER SENIOR CLERK

A MARINE CARGO UNDERWRITER SENIOR CLERK PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MARINE CARGO UNDERWRITER SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify marine cargo underwriting information.
2. Verify marine cargo internal compliance.
3. Assess acceptance of marine cargo risks.
4. Assess marine cargo retention/cessions.
5. Draft marine cargo endorsements and non-standard clauses/warranties.
6. Verify policy and non-policy documents.
7. Prepare marine cargo quotation.
8. Provide customer service.
9. Carry out other general duties as per instructed by superior.



LEVEL 4

INSURANCE EXECUTIVE – MOTOR & CASUALTY

AN INSURANCE EXECUTIVE – MOTOR & CASUALTY PERFORM MOTOR AND CASUALTY ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

AN INSURANCE EXECUTIVE – MOTOR & CASUALTY MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Direct and coordinates activities of workers engaged in providing financial services to customers and assists in cash management activities.
2. Train new employees, prepares work schedules and monitors work performance.
3. Examine insurance documents prepared by subordinates to ensure compliance with establishment policies and procedures.
4. Monitor branch office operations to ensure that security procedures are being followed.
5. Establish procedures and recommends changes to manager.
6. Ensure positive public relations with clients.
7. Promote services to potential personal and business account customers to generate additional business for establishment.



LEVEL 4

CASUALTY UNDERWRITING EXECUTIVE

A CASUALTY UNDERWRITING EXECUTIVE PERFORM MOTOR AND CASUALTY ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A CASUALTY UNDERWRITING EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Direct and coordinates activities of workers engaged in providing financial services to customers and assists in cash management activities.
2. Train new employees, prepares work schedules and monitors work performance.
3. Examine insurance documents prepared by subordinates to ensure compliance with establishment policies and procedures.
4. Monitor branch office operations to ensure that security procedures are being followed.
5. Establish procedures and recommends changes to manager.
6. Ensure positive public relations with clients.
7. Promote services to potential personal and business account customers to generate additional business for establishment.
8. Carry out other general duties as per instructed by superior.



LEVEL 4

UNDERWRITING EXECUTIVE (MOTOR & FIRE)

AN UNDERWRITING EXECUTIVE (MOTOR & FIRE) PERFORM MOTOR UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

AN UNDERWRITING EXECUTIVE (MOTOR & FIRE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Assess standard motor insurance risk.
2. Issues motor insurance cover note.
3. Process new/renewal motor insurance cover note.
4. Process motor insurance PERFORM endorsement.
5. Review motor insurance renewal notice.
6. Control motor insurance cover note.
7. Generate motor insurance data for reports.
8. Provide customer service.
9. Provide administrative supports.
10. Carry out other general duties as per instructed by superior.



LEVEL 4

MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – LIABILITY

A MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – LIABILITY PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT, MOST OF WHICH ARE COMPLEX AND NON-ROUTINE REQUIRING CONSIDERABLE RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – LIABILITY MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify Personal Accident underwriting information.
2. Verify Personal Accident internal compliance.
3. Assess acceptance of Personal Accident risk.
4. Assess Personal Accident Insurance retention/cessions.
5. Draft Personal Accident endorsement and non-standard clauses/warranties.
6. Verify policy and non-policy documents.
7. Prepare Personal Accident quotation.
8. Provide customer service.
9. Provide administrative function.
10. Carry out other general duties as per instructed by superior.



LEVEL 4

MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – PERSONAL

A MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – PERSONAL PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT, MOST OF WHICH ARE COMPLEX AND NON-ROUTINE REQUIRING CONSIDERABLE RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – PERSONAL MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify Personal Accident underwriting information.
2. Verify Personal Accident internal compliance.
3. Assess acceptance of Personal Accident risk.
4. Assess Personal Accident Insurance retention/cessions.
5. Draft Personal Accident endorsement and non-standard clauses/warranties.
6. Verify policy and non-policy documents.
7. Prepare Personal Accident quotation.
8. Provide customer service.
9. Provide administrative function.
10. Carry out other general duties as per instructed by superior.



LEVEL 4

MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – GENERAL

A MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – GENERAL PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT, MOST OF WHICH ARE COMPLEX AND NON-ROUTINE REQUIRING CONSIDERABLE RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING EXECUTIVE – GENERAL MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify Personal Accident underwriting information.
2. Verify Personal Accident internal compliance.
3. Assess acceptance of Personal Accident risk.
4. Assess Personal Accident Insurance retention/cessions.
5. Draft Personal Accident endorsement and non-standard clauses/warranties.
6. Verify policy and non-policy documents.
7. Prepare Personal Accident quotation.
8. Provide customer service.
9. Provide administrative function.
10. Carry out other general duties as per instructed by superior.



LEVEL 4

MARINE UNDERWRITER EXECUTIVE

A MARINE UNDERWRITING EXECUTIVE PERFORM MARINE (CARGO, HULL AND LIABILITIES) UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MARINE UNDERWRITING EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Review marine insurance applications to evaluate, classify and rate individuals and groups for insurance and accepts or rejects applications.
2. Establish underwriting standards.
3. Examine documents, report, insurance maps to determine degree of risk and value and condition.
4. Review company records to determine amount of insurance in force on single risk or group of closely related risks.
5. Evaluate possibility of losses due to catastrophe or excessive insurance.
6. Prepare documents to obtain further information, quote rates or explain company underwriting policies.
7. Carry out other general duties as per instructed by superior.



LEVEL 5

INSURANCE MANAGER – MOTOR & CASUALTY

AN INSURANCE MANAGER – MOTOR & CASUALTY PERFORM MOTOR AND CASUALTY ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

AN INSURANCE MANAGER – MOTOR & CASUALTY MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Direct and coordinate activities of branch or district office of insurance company.
2. Hire and train workers in performing activities, such as selling insurance, processing insurance claims or underwriting.
3. Review activity reports to ensure that personnel have achieved sales quotas, processed claims promptly or credited collections to policyholders' accounts.
4. Confer with company officials to plan and develop methods and procedures to increase sales, lower costs and obtain greater efficiency. Interprets implements and enforces company policies.
5. Prepare and submits activity reports.
6. Reconcile earned commissions with commission advances on sales personnel.



LEVEL 5

CASUALTY UNDERWRITING MANAGER

A CASUALTY UNDERWRITING MANAGER PERFORM MOTOR AND CASUALTY ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A CASUALTY UNDERWRITING MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Direct and coordinate activities of branch or district office of insurance company.
2. Hire and train workers in performing activities, such as selling insurance, processing insurance claims or underwriting.
3. Review activity reports to ensure that personnel have achieved sales quotas, processed claims promptly or credited collections to policyholders' accounts.
4. Confer with company officials to plan and develop methods and procedures to increase sales, lower costs and obtain greater efficiency. Interprets implements and enforces company policies.
5. Prepare and submits activity reports.
6. Reconcile earned commissions with commission advances on sales personnel.



LEVEL 5

UNDERWRITING MANAGER (MOTOR & FIRE)

AN UNDERWRITING MANAGER (MOTOR & FIRE) PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

AN UNDERWRITING MANAGER (MOTOR & FIRE) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Assess referred motor insurance risk.
2. Issue motor insurance cover note.
3. Process new/renewal motor insurance cover note.
4. Process motor insurance PERFORM endorsement.
5. Review motor insurance renewal notice.
6. Control motor insurance cover note.
7. Prepare motor insurance reports.
8. Perform administrative functions.



LEVEL 5

MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – LIABILITY

A MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – LIABILITY PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT, MOST OF WHICH ARE COMPLEX AND NON-ROUTINE REQUIRING CONSIDERABLE RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – LIABILITY MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify Personal Accident underwriting information.
2. Verify Personal Accident internal compliance.
3. Analyze insurance claims to determine extent of insurance carrier's liability.
4. Settle claims with claimants in accordance with policy provisions.
5. Compare data on claim application, death certificate or physician's statement with policy file and other company records to ascertain completeness and validity of claim.
6. Interview claimants in person to correct errors or omissions on claim forms and to investigate questionable entries.
7. Approve claimant amount due.



LEVEL 5

MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – PERSONAL

A MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – PERSONAL PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT, MOST OF WHICH ARE COMPLEX AND NON-ROUTINE REQUIRING CONSIDERABLE RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – PERSONAL MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify Personal Accident underwriting information.
2. Verify Personal Accident internal compliance.
3. Analyze insurance claims to determine extent of insurance carrier's liability.
4. Settle claims with claimants in accordance with policy provisions.
5. Compare data on claim application, death certificate or physician's statement with policy file and other company records to ascertain completeness and validity of claim.
6. Interview claimants in person to correct errors or omissions on claim forms and to investigate questionable entries.
7. Approve claimant amount due.



LEVEL 5

MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – GENERAL

A MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – GENERAL PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT, MOST OF WHICH ARE COMPLEX AND NON-ROUTINE REQUIRING CONSIDERABLE RESPONSIBILITY AND AUTONOMY.

A MISCELLANEOUS ACCIDENT UNDERWRITING MANAGER – GENERAL MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify Personal Accident underwriting information.
2. Verify Personal Accident internal compliance.
3. Analyze insurance claims to determine extent of insurance carrier's liability.
4. Settle claims with claimants in accordance with policy provisions.
5. Compare data on claim application, death certificate or physician's statement with policy file and other company records to ascertain completeness and validity of claim.
6. Interview claimants in person to correct errors or omissions on claim forms and to investigate questionable entries.
7. Approve claimant amount due.



LEVEL 5

MARINE UNDERWRITER MANAGER

A MARINE UNDERWRITING MANAGER PERFORM UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MARINE UNDERWRITING MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Review individual and group applications for marine insurance.
2. Evaluate new and renewal applications to determine insurance risks.
3. Adjust premiums, coverage or risk itself to make acceptance of new and renewal applications possible.
4. Approve sale of marine insurance policies.
5. Ensure marine insurance policies compliance with government regulations.
6. Provide recommendations on individual or group insurance plan design.
7. Provide underwriting advice and answer inquires from clients and from insurance agents, consultants and other company personnel.
8. Prepare underwriting reports and update insurance forms when necessary.

(JOB TITLES)

(LIFE INSURANCE)

LEVEL 1

NOT AVAILABLE

LEVEL 2

INSURANCE CLERK – LIFE

LEVEL 3

INSURANCE SENIOR CLERK– LIFE

LEVEL 4

INSURANCE EXECUTIVE – LIFE

LEVEL 5

INSURANCE MANAGER – LIFE

LEVEL 6

NOT AVAILABLE

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 2

INSURANCE CLERK – LIFE

AN INSURANCE CLERK – LIFE, IS DESIGNATED TO PROCESS, CODE, STORE AND RETRIEVES RECORDS AND DOCUMENTS AND APPLY RETENTION AND DISPOSAL SCHEDULES ACCORDING TO ESTABLISHED POLICIES AND PROCEDURES.

AN INSURANCE CLERK – LIFE, MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Review correspondence, records and reports to select routine matters for processing.
2. Prepare requisitions for and reviews credit and motor vehicle reports and results of investigations to compile and summarize pertinent data onto underwriting worksheets.
3. Refer manuals to determine rate classifications and assigns refers to pending applications using adding machine.
4. Correspond with or telephones field personnel to inform them of underwriting actions taken.
5. Compile records of claim payments.
6. Process claim applications.
7. Review insurance-claim forms for completeness.
8. Verify claim form and interest payments and notify customers regarding discrepancies.

9. Answer enquiries and provide information on claim, policies and services.
10. Maintain access lists for security classified records.
11. Compile statistics and reports on activities within records services.
12. Maintain banking, insurance and other financial information.
13. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 3

INSURANCE SENIOR CLERK – LIFE

AN INSURANCE SENIOR CLERK – LIFE, IS DESIGNATED TO ANALYZE INSURANCE CLAIMS TO DETERMINE EXTENT OF INSURANCE CARRIER'S LIABILITY.

AN INSURANCE SENIOR CLERK – LIFE, MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Review insurance applications to evaluate, classify and rate individuals and groups for insurance and accepts or rejects applications following establishment underwriting standards.
2. Examine documents such as application form.
3. Inspection report, insurance maps and medical reports to determine degree of risk from such factors as applicant financial standing, age, occupation, accident experience and value and condition of property.
4. Verify accuracy of insurance company records, performing any combination of following duties.
5. Compare computations on premiums paid, interest and dividends due with same data on other records.
6. Verify data on applications and policies such as age, name and address, principal sums and value of property.
7. Proofread printed material concerning insurance programs.
8. Verify computations on interest accrued, premiums due and settlement surrender or loan values using calculator, manuals and rate books.

9. Compare data on claim application, death certificate or physician's statement with policy file and other company records to ascertain completeness and validity of claim.
10. Correspond with agents and claimants or interview them in person to correct errors or omissions on claim forms and to investigate questionable entries.
11. Review insurance policy to determine coverage.
12. Analyze history of accidents and claims against insured.
13. Coordinate activities of workers engaged in examining insurance claims for payment in claims division of insurance company.
14. Analyze and approve insurance and matured endowment claims.
15. Conduct personal interviews with policy owners and beneficiaries to explain procedure for filing claims.
16. Carry out other general duties as per instructed by superior.



LEVEL 4

INSURANCE EXECUTIVE – LIFE

AN INSURANCE EXECUTIVE – LIFE, ANALYZE INSURANCE CLAIMS TO DETERMINE EXTENT OF INSURANCE CARRIER'S LIABILITY AND SETTLES CLAIMS WITH CLAIMANTS IN ACCORDANCE WITH POLICY PROVISIONS.

AN INSURANCE EXECUTIVE–LIFE, MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Review company records to determine amount of insurance in force on single risk or group of closely related risks.
2. Evaluate possibility of losses due to catastrophe or excessive insurance.
3. Prepare report for field representatives, medical personnel and other insurance or inspection companies.
4. Obtain further information, quote rates or explain company underwriting policies.
5. Authorize reinsurance of policy when risk is high and decreases value of policy when risk is substandard to limit company obligation.
6. Ensure safe and profitable distribution of risks using rate books, tables, code books, computer records and other reference materials.
7. Compare data on claim application, death certificate or physician's statement with policy file and other company records to ascertain completeness and validity of claim.

8. Correspond with agents and claimants or interviews them in person to correct errors or omissions on claim forms and to investigate questionable entries.
9. Investigate claims in field.
10. Review settled insurance claims to determine that payments and settlements have been made in accordance with company practices and procedures.
11. Analyze data used in setting claim to determine its validity in payment of claims.
12. Report overpayments, underpayments and other irregularities.
13. Confers with legal counsel on claims requiring litigation.
14. Carry out other general duties as per instructed by superior.



LEVEL 5

INSURANCE MANAGER – LIFE

AN INSURANCE MANAGER – LIFE, ADVISE MANAGEMENT OF INSURANCE COMPANY ON LEGALITY OF INSURANCE TRANSACTIONS.

AN INSURANCE MANAGER – LIFE, MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Review individual and group applications for automobile life insurance.
2. Evaluate new and renewal applications to determine insurance risks, insurance premiums, extent of insurance coverage and other conditions of the insurance contract using medical reports, rate tables and other documents and reference materials.
3. Adjust premiums, coverage or risk itself to make acceptance of new and renewal applications possible.
4. Approve sale of insurance policies and ensure compliance with government regulations.
5. Provide recommendations on individual or group insurance plan designs.
6. Provide underwriting advice and answer inquiries from clients and from insurance agents, consultants and other company personnel.
7. Prepare underwriting reports and update insurance forms when necessary.
8. Recommend changes in wording of insurance policies to conform with law or to protect company from unwarranted claims.

9. Train claims department personnel of legality of claims filed on company to ensure against undue payments.
10. Train personnel engaged in drawing up of legal documents such as insurance contracts and release papers.
11. Investigate circumstances surrounding insurance claims to determine validity of claim.
12. Take statements and consult with claimants, accident witnesses, doctors and other relevant individuals and examine records or reports.
13. Ensure claims are valid and settlements are made according to company practices and procedures.
14. Consult lawyers, doctors or other relevant individuals to discuss insurance claims.

JOB TITLES

ENGINEERING INSURANCE

LEVEL 1

NOT AVAILABLE

LEVEL 2

INSURANCE UNDERWRITING CLERK – ENGINEERING

LEVEL 3

INSURANCE UNDERWRITING SENIOR CLERK – ENGINEERING

LEVEL 4

INSURANCE EXECUTIVE – ENGINEERING

LEVEL 5

INSURANCE MANAGER – ENGINEERING

LEVEL 6

NOT AVAILABLE

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 2

INSURANCE UNDERWRITING CLERK – ENGINEERING

AN INSURANCE UNDERWRITING CLERK – ENGINEERING IS DESIGNATED TO RECORD MANAGEMENT CLERKS PROCESS, CODE, STORE AND RETRIEVE RECORDS AND DOCUMENTS AND APPLY RETENTION AND DISPOSAL SCHEDULES ACCORDING TO ESTABLISHED POLICIES AND PROCEDURES.

AN INSURANCE UNDERWRITING CLERK – ENGINEERING MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Compile records of claim payments.
2. Process claim applications.
3. Review insurance-claim forms for completeness.
4. Verify claim form and interest payments and notify customers regarding discrepancies.
5. Answer enquiries and provide information on claim, policies and services.
6. Maintain access lists for security classified records.
7. Compile statistics and reports on activities within records services.
8. Maintain insurance and other financial information.
9. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification for L2 Clerk is SPM grade 1 or 2 with two years related working experience.



LEVEL 3

INSURANCE UNDERWRITING SENIOR CLERK – ENGINEERING

AN INSURANCE UNDERWRITING SENIOR CLERK – ENGINEERING, IS DESIGNATED TO PERFORM CASUALTY UNDERWRITING ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

AN INSURANCE UNDERWRITING SENIOR CLERK – ENGINEERING, MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Verify engineering information.
2. Verify engineering internal compliance.
3. Assess acceptance of engineering risks.
4. Assess engineering retention/cessions.
5. Draft engineering endorsements and non-standard clause/warranties.
6. Verify policy and non-policy documents.
7. Prepare quotation.
8. Perform supervisory functions.
9. Maintain insurance and other financial information.
10. Carry out other general duties as per instructed by superior.



LEVEL 4

INSURANCE EXECUTIVE – ENGINEERING

AN INSURANCE EXECUTIVE – ENGINEERING, IS DESIGNATED TO ANALYZE INSURANCE CLAIMS TO DETERMINE EXTENT OF INSURANCE CARRIER'S LIABILITY AND SETTLES CLAIMS WITH CLAIMANTS IN ACCORDANCE WITH POLICY PROVISIONS.

AN INSURANCE EXECUTIVE – ENGINEERING, MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Prepare operational and risk reports on engineering for management analysis.
2. Prepare operational and risk reports for management analysis.
3. Identify primary loss exposures and develop a risk management plan.
4. Develop insurance plan for senior management's approval.
5. Implement all non-insurance aspects of the engineering insurance.
6. Manage approval of significant changes to operations or costs.
7. Prepare information necessary for competitive bidding of necessary insurance by companies, agents or brokers.



LEVEL 5

INSURANCE MANAGER – ENGINEERING

AN INSURANCE MANAGER – ENGINEERING, IS DESIGNATED TO REVIEW AND EVALUATE INSURANCE APPLICATIONS TO DETERMINE INSURANCE ENGINEERING, INSURANCE PREMIUMS AND EXTENT OF INSURANCE COVERAGE ACCORDING TO COMPANY POLICIES.

AN INSURANCE MANAGER – ENGINEERING, MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Review individual and group applications for engineering insurance.
2. Evaluate new and renewal applications to determine insurance risks, premiums, extent of insurance coverage and other conditions of the insurance contract using medical reports, rate tables and other documents and reference materials.
3. Adjust premiums, coverage or risk itself to make acceptance of new and renewal applications possible.
4. Approve sale of insurance policies and ensure compliance with government regulations.
5. Solve problem concerning engineering and answer inquiries from clients and from insurance agents, consultants and other company personnel.
6. Prepare underwriting reports and update insurance forms when necessary.

(JOB TITLES)

PROFESSIONAL SERVICES – ARCHITECTURE

LEVEL 1

ARCHITECT DRAUGHTSMAN 1

LEVEL 2

ARCHITECT DRAUGHTSMAN 2

LEVEL 3

SENIOR ARCHITECTURAL DRAUGHTSMAN

LEVEL 4

BUILDING DRAUGHTSMAN

LEVEL 5

ASSISTANT ARCHITECT

LEVEL 6

ARCHITECT

LEVEL 7

***REGISTERED* ARCHITECT**

LEVEL 8

NOT AVAILABLE



LEVEL 1

ARCHITECTURAL DRAUGHTSMAN 1

AN ARCHITECTURAL DRAUGHTSMAN 1 IS DESIGNATED TO PREPARE DRAWINGS SHOWING INTERNAL, EXTERNAL OR OTHER ARCHITECTURE FEATURES OF OFFICE BLOCKS, RESIDENTIAL STRUCTURES, INDUSTRIAL, COMMERCIAL AND OTHER BUILDING.

AN ARCHITECTURAL DRAUGHTSMAN 1 MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare general assembly and detail drawings from sketch specifications and notes and discussion with designers, for manufacturing, construction and other projects.
2. Inculcate drafting skills and study preliminary sketches.
3. Makes calculation and analyses data prior to producing preliminary drawings and makes any changes in consultation with designer.
4. Select scaled dimension, radii, point locations and other data.
5. Completes design drawing, showing structural and mechanical features of docks, buildings, bridges, roads, dams, and other architectural project.
6. Read catalogues and publication for suitable parts and materials.
7. Prepare bills of material as stated in drawing.
8. Estimate of basic cost and chart of data.
9. Make field or shop trips to obtain measurements, restrictions, pertinent codes and applicable by laws.
10. Perform other duties as assign by superior.



LEVEL 2

ARCHITECTURAL DRAUGHTSMAN 2

AN ARCHITECTURAL DRAUGHTSMAN 2 IS DESIGNATED TO PREPARE DRAWINGS SHOWING INTERNAL, EXTERNAL OR OTHER ARCHITECTURE FEATURES OF OFFICE BLOCKS, RESIDENTIAL STRUCTURES, INDUSTRIAL, COMMERCIAL AND OTHER BUILDING.

AN ARCHITECTURAL DRAUGHTSMAN 2 MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare general assembly and detail drawings from sketch specifications and notes and discussion with designers, for manufacturing, construction and other projects.
2. Produce detail drawing and study preliminary sketches.
3. Make calculation and analyses data prior to producing preliminary drawings and makes any changes in consultation with designer.
4. Select scaled dimension, radii, point locations and other data.
5. Complete design drawing, showing structural and mechanical features of docks, buildings, bridges, roads, dams, and other architectural project.
6. Read catalogues and publication for suitable parts and materials.
7. Prepare bills of material.
8. Estimate of cost and chart of data.
9. Make field or shop trips to obtain measurements, restrictions, pertinent codes and applicable by laws.
10. Perform other duties as assign by superior.



LEVEL 3

SENIOR ARCHITECTURAL DRAUGHTSMAN

A SENIOR ARCHITECTURAL DRAUGHTSMAN IS DESIGNATED TO CARRY OUT DESIGN, DEVELOPMENT, MODIFICATION AND EVALUATION.

A SENIOR ARCHITECTURAL DRAUGHTSMAN MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Carry out detailed design drawings and related specifications of equipment, according to the architecture sketches and design proposal specifications.
2. Monitor and supervise of site inspection.
3. Attend meetings and visit site project/s as and when required.
4. Interpret and understand contracts detail and ensure work in accordance to contract specifications and as per schedule.
5. Prepare daily site report and feed back/report to superior on any site problems.
6. Responsible for design, development, modification and evaluation.
7. Liaise with Consultants, Contractors, Suppliers and Operation Team in various projects.
8. Perform other duties as assign by superior.



LEVEL 4

BUILDING DRAUGHTSMAN

A BUILDING DRAUGHTSMAN IS DESIGNATED TO CARRY OUT DESIGN, DEVELOPMENT, MODIFICATION AND EVALUATION.

A BUILDING DRAUGHTSMAN MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Design department at the project site.
2. Assist the Architecture coordinator in the management of architectural construction information and relevant documentation.
3. Comprising of drawings and graphics to facilitate finishes for a building project.
4. Execute CAD/Drafting, etc as directed by project manager/supervisor.
5. Deliver projects on time, as per required quality to the customer.
6. Operates under and reports to supervisor or project manager to deliver projects.
7. Works with the Sales team to estimate effort and deliver trial projects.
8. Complies with processes already set and innovates to improve operational processes.
9. Plan layout and elevate designs.
10. Liaison and handle the projects independently.



\LEVEL 5

ASSISTANT ARCHITECT

AN ASSISTANT ARCHITECT IS DESIGNATED TO DESIGN BUILDING STRUCTURE, DEVELOPS PLAN, SPECIFICATION AND DETAILED DRAWING, ARRANGE CONTRACTS AND EXERCISES GENERAL SUPERVISION OVER CONSTRUCTION.

AN ASSISTANT ARCHITECT MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Consult with client to determine type, style and size of building.
2. Provide information regarding design, materials, cost and estimated building time.
3. Plan layout, interior walls and location of equipment in project.
4. Prepare sketches and documents of proposed project client.
5. Prepare or supervise the preparation of scales drawings, integrating structural, mechanical and aesthetic element in unified design.
6. Write specifications and other contract documents for use by building contractors and craftsmen.
7. Consult with engineer for specialized advice on soil, structural, electrical, mechanical and other technical problems.
8. Confer with other consultants to develop feasibility studies, financial analyses and arrangements, site location and land assembly.
9. Exercise general supervision over, and inspects construction work to ensure buildings are erected according to the specifications.
10. Perform other duties as assign by superior.



LEVEL 6

ARCHITECT

AN ARCHITECT IS DESIGNATED TO MANAGE ALL ASPECTS OF THE ARCHITECTURAL IMPLEMENTATION; ARCHITECTURAL MANAGEMENT INCLUDES DIRECTING IMPLEMENTATION BY THE DEVELOPMENT ORGANIZATION, IMPLEMENTING KEY COMPONENTS AS NEEDED AND DEVELOPING TEST CRITERIA AND APPROACHES TO GUARANTEE ARCHITECTURAL FIDELITY AND PERFORMANCE.

AN ARCHITECT MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Carry out design audit for architectural, landscape and interior design proposals submitted by Contractor/Consultant to ensure compliance to the Client's requirements and good architectural practice.
2. Coordinate and monitoring all design submissions of various disciplines related to buildings. Carry out design and cost optimization.
3. Attend all meetings and discussions with Clients, Contractors, Consultants and Authorities.
4. Attend to all issues related to buildings to ensure smooth project implementation.
5. Manage project perfectly as stipulated in blueprint and contracts.



LEVEL 7

REGISTERED ARCHITECT

A REGISTERED ARCHITECT IS DESIGNATED TO PERFORM DESIGN, DEVELOPMENT, MODIFICATION AND EVALUATION.

A REGISTERED ARCHITECT MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare various statutory approval drawings.
2. Develop details & prepare working drawings.
3. Co-coordinate with clients and various consultants.
4. Consult with other professionals about the design of an environment.
5. Prepare and present design proposals to the client.
6. Advise client on the practicality and viability of their project.
7. Manage project within financial budgets and deadlines.
8. Verify detailed drawings from which costing are made.
9. Coordinate with contractors and other professionals in project execution.
10. Perform site visits to inspect on progress and ensuring that the project is running within the agreed timescale.
11. Perform countermeasure to solve problems that might occur during building.
12. Oversee a project from inception to completion.

(JOB TITLES)

PROFESSIONAL SERVICES – CIVIL ENGINEERING

LEVEL 1

CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 1

LEVEL 2

CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 2

LEVEL 3

SENIOR CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN

LEVEL 4

CIVIL ASSISTANT ENGINEER

LEVEL 5

CIVIL ENGINEER

LEVEL 6

PROFESSIONAL ENGINEER (IR)

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 1

CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 1

A CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 1 IS DESIGNATED TO PREPARE DRAWINGS OF CONSTRUCTION OF STRUCTURAL, SANITARY, TRANSPORTATION, HYDROLOGICAL OR OTHER CIVIL ENGINEERING PROJECT.

A CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 1 MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare general assembly and detail drawings from sketch specifications and notes and discussion with designers, for manufacturing, construction and other projects.
2. Study preliminary sketches.
3. Make calculation and analyses data prior to producing preliminary drawings and makes any changes in consultation with designer.
4. Select scaled dimension, radii, point locations and other data.
5. Complete design drawing, showing structural and mechanical features of docks, buildings, bridges, roads, dams, and civil engineering project.
6. Prepare plan for structures, using structural steel such as bridge trusses, plate girders, roof trusses, trestle bridges and columns and other integral part.

7. Draft diagram of water, gas and sewage disposal system for use of maintenance crews in diagnosing and locating causes of disturbance or failures.
8. Draft detail drawing of wharfs, breakwaters, dikes and other hydrological structures.
9. Perform other duties as assign by superior.



LEVEL 2

CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 2

A CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 2 IS DESIGNATED TO PREPARE DRAWINGS OF CONSTRUCTION OF STRUCTURAL, SANITARY, TRANSPORTATION, HYDROLOGICAL OR OTHER CIVIL ENGINEERING PROJECT.

A CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN 2 MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare general assembly and detail drawings from sketch specifications and notes and discussion with designers, for manufacturing, construction and other projects.
2. Prepare reinforce concrete structure drawing and study preliminary sketches.
3. Make calculation and analyses data prior to producing preliminary drawings and makes any changes in consultation with designer.
4. Select scaled dimension, radii, point locations and other data.
5. Complete design drawing, showing structural and mechanical features of docks, buildings, bridges, roads, dams, and civil engineering project.
6. Prepare plan for structures, using structural steel such as bridge trusses, plate girders, roof trusses, trestle bridges and columns and other integral part.

7. Draft diagram of water, gas and sewage disposal system for use of maintenance crews in diagnosing and locating causes of disturbance or failures.
8. Develop plan for highway and auxiliary projects, such as roads, culverts and bridges from data received from field surveys.
9. Draft detail drawing of wharfs, breakwaters, dikes and other hydrological structures.
10. Prepare drawing showing profiles, cross-sections and right-of-way indicating relation of topographical contours and elevations to buildings, road, tunnels, main and other civil engineering project.
11. Perform other duties as assign by superior.



LEVEL 3

SENIOR CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN

A SENIOR CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN IS DESIGNATED TO SUPERVISE WORK AT SITE IN ORDER TO ENSURE QUALITY OF WORK.

A SENIOR CIVIL AND STRUCTURAL ENGINEERING DRAUGHTSMAN MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Develop detailed design drawings and related specifications of equipment, according to the engineering sketches and design proposal specifications.
2. Assist in tendering, engineering and design works.
3. Perform site work, monitor and supervision of site inspection and attend meetings.
4. Review contract and ensure work in accordance to contract specifications and as per schedule.
5. Prepare daily site report and feed back/report to superior on any site problems.
6. Assist engineer in their duty and carry out as per engineer instructions.
7. Any assignment as may be given from time to time by superior.



LEVEL 4

CIVIL ASSISTANT ENGINEER

A CIVIL ASSISTANT ENGINEER IS DESIGNATED TO PLAN, DESIGN AND OVERSIGHT OF BUILDING'S CONSTRUCTION.

A CIVIL ASSISTANT ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Study design and advices on work and facilities such as roads, railways, bridges, dams, disposal systems and buildings.
2. Supervise their construction and maintenance.
3. Study project proposal accumulates and analyses basic data such as topography and geology.
4. Prepare estimate of project to ensure economy of cost in relation to service required.
5. Supervise preparation of detail design drawing and specifications for contractors.
6. Consult with other specialist such as mechanical, chemical and electrical engineers and architect regarding technical and aesthetic requirements.
7. Secure approval of plan from client, management and other authorities.
8. Inspect project during construction and certifies, on completion, that it has been built in accordance with specifications.

9. Supervise the maintenance and repair of civil engineering projects such as, transportation systems, water systems, pipeline or water resource developments.
10. Conduct study into improving maintenance practices and use new materials to keep completed facilities in service.
11. Supervise and co-ordinates the work of technologists, and technicians.
12. Any assignment as may be given from time to time by superior



LEVEL 5

CIVIL ENGINEER

A CIVIL ENGINEER IS DESIGNATED TO PLAN, ORGANIZE AND DIRECT MECHANICAL AND ELECTRICAL WORK SCHEDULE AND RECOURSES.

A CIVIL ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Report to project manager/manager
2. Responsible for tendering works, preparing bill of quantity (bq), cost estimation, compiling materials for submission and tender review.
3. Design, review and presentation of system proposal for cost saving.
4. Well-versed with contractual, authorities requirements and regulations.
5. Responsible for planning, implementation and controlling of projects.
6. Quality control and quality assurance.
7. Responsible for controlling, monitoring and training down line of subordinates.
8. Apply skill in communication with customers, clients, consultants and all level of staff.
9. Conduct meetings as and when necessary to monitor project progress.
10. Perform any assignment as may be given from time to time by management.



LEVEL 6

PROFESSIONAL ENGINEER (IR)

A PROFESSIONAL ENGINEER IS DESIGNATED TO PLAN, ORGANIZE AND DIRECT MECHANICAL AND ELECTRICAL WORK SCHEDULE AND RECOURSES.

A PROFESSIONAL ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare various statutory approval drawings as needed.
2. Perform a variety of civil engineering assignments requiring analysis, research, planning, coordination and design.
3. Prepare improvement PLAN for a variety of projects, including: grading, street/road layout, storm drain, water, sewer, run-off detention ponds, quantity estimates, earthwork volumes, grade and alignment calculation, hydrologic and hydraulic calculations and reports.
4. Prepare conceptual and preliminary project design for a variety of public works, utilities, building/facilities construction and/or private development projects.
5. Develop and monitors program and budgets and provide input to the overall capital improvement plan.
6. Coordinate and interfacing with regulatory agency staff, professional consultants and other technical/environmental consultants.
7. Analyze complex functions, procedures and problems to find creative, logical and effective solutions.

8. Interpret client needs, identifies root causes of problems, and develops and implements creative and pragmatic solutions.
9. Oversee all aspects of a project, including planning, resource allocation and budget.
10. Maintain confidentiality and advocate company values.
11. Comply with state and/or federal environmental laws, including permitting, policies, and issues.

(JOB TITLES)

PROFESSIONAL SERVICES – MECHANICAL ENGINEERING

LEVEL 1

MECHANICAL ENGINEERING DRAUGHTSMAN 1

LEVEL 2

MECHANICAL ENGINEERING DRAUGHTSMAN 2

LEVEL 3

SENIOR MECHANICAL ENGINEERING DRAUGHTSMAN

LEVEL 4

MECHANICAL ASSISTANT ENGINEER

LEVEL 5

MECHANICAL ENGINEER

LEVEL 6

PROFESSIONAL MECHANICAL ENGINEER

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 1

MECHANICAL ENGINEERING DRAUGHTSMAN 1

A MECHANICAL ENGINEERING DRAUGHTSMAN 1 IS DESIGNATED TO PREPARE DRAWINGS AND WIRING DIAGRAM FOR ASSEMBLY INSTALLATION AND MAINTENANCE OF MECHANICAL AND ELECTRICAL EQUIPMENT.

A MECHANICAL ENGINEERING DRAUGHTSMAN 1 MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare general assembly and detail drawings from sketch specifications and notes and discussion with designers, for manufacturing, construction and other projects.
2. Study preliminary sketches.
3. Make calculation and analyses data prior to producing preliminary drawings and makes any changes in consultation with designer.
4. Select scaled dimension, radii, point locations and other data.
5. Prepare working PLAN for the development, manufacture, and installation of machinery and equipment, and electrical and electronic circuitry.
6. Complete design drawing, showing structural and mechanical features of docks, buildings, bridges, roads, dams, and other architectural or civil engineering project.
7. Prepare drawing for a wide variety of products, including aircraft and ancillary equipment, marine structure and equipment, household appliance and other manufacturing items.

8. Read catalogues and publication for suitable parts and materials.
9. Make field or shop trips to obtain measurements, restrictions, pertinent codes and applicable by laws.
10. Perform other duties as assign by superior.



LEVEL 2

MECHANICAL ENGINEERING DRAUGHTSMAN 2

A MECHANICAL ENGINEERING DRAUGHTSMAN 2 IS DESIGNATED TO PREPARE DRAWINGS AND WIRING DIAGRAM FOR ASSEMBLY INSTALLATION AND MAINTENANCE OF MECHANICAL AND ELECTRICAL EQUIPMENT.

A MECHANICAL ENGINEERING DRAUGHTSMAN 2 MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Prepare general assembly and detail drawings from sketch specifications and notes and discussion with designers, for manufacturing, construction and other projects.
2. Study preliminary sketches.
3. Makes calculation and analyses data prior to producing preliminary drawings and makes any changes in consultation with designer.
4. Select scaled dimension, radii, point locations and other data.
5. Prepare working PLAN for the development, manufacture, and installation of machinery and equipment, and electrical and electronic circuitry.
6. Complete design drawing, showing structural and mechanical features of docks, buildings, bridges, roads, dams, and other architectural or civil engineering project.
7. Prepare drawing for a wide variety of products, including aircraft and ancillary equipment, marine structure and equipment, household appliance and other manufacturing items.

8. Read catalogues and publication for suitable parts and materials.
9. Prepare bills of material.
10. Estimate of cost and chart of data.
11. Make field or shop trips to obtain measurements, restrictions, pertinent codes and applicable by laws.
12. Perform other duties as assign by superior.



LEVEL 3

SENIOR MECHANICAL ENGINEERING DRAUGHTSMAN

A SENIOR MECHANICAL ENGINEERING DRAUGHTSMAN IS DESIGNATED TO SUPERVISE WORK AT SITE IN ORDER TO ENSURE QUALITY OF WORK.

A SENIOR MECHANICAL ENGINEERING DRAUGHTSMAN MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Develop detailed design drawings and related specifications of equipment, according to the engineering sketches and design proposal specifications.
2. Carry out tendering, engineering and design works.
3. Perform site work, monitor and supervision of site inspection and attend meetings.
4. Understand contracts and ensure work in accordance to contract specifications and as per schedule.
5. Prepare daily site report and feed back/report to superior on any site problems.
6. Perform other duties as assign by superior.



LEVEL 4

MECHANICAL ASSISTANT ENGINEER

A MECHANICAL ASSISTANT ENGINEER IS DESIGNATED TO PLAN, ORGANIZE AND MANAGE THE OVERALL ACTIVITIES OF MECHANICAL AND ELECTRICAL FUNCTIONS.

A MECHANICAL ASSISTANT ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Plan, organize and direct mechanical and electrical work schedule and recourses.
2. Verify compliances to safety management system standard.
3. Participates and provide leadership to safety committee conduct accident/incident investigation to determine cause.
4. Perform compliance audits and recommend corrective actions.
5. Verify all procedures are being executed and follow by the respective department.
6. Provide fixture and tooling support to the operation.
7. Constantly seeking quantum improvement through technology and process upgrading.
8. Train technician on troubleshooting mechanical and electrical problem.
9. Involve in developing, modifying and executing company policies that affect immediate operations and may also have company-wide effect.
10. Formulate mechanical and electrical procedures and mechanical and electrical PLAN to meet special customer requirements.
11. Perform other duties as assign by superior.



LEVEL 5

MECHANICAL ENGINEER

A MECHANICAL ENGINEER IS DESIGNATED TO PLAN, ORGANIZE AND DIRECT MECHANICAL AND ELECTRICAL WORK SCHEDULE AND RECOURSES.

A MECHANICAL ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Report to project manager.
2. Responsible for tendering works, preparing bill of quantity (bq), cost estimation, compiling materials for submission and tender review.
3. Design, review and presentation of system proposal for cost saving.
4. Liaise with contractual, authorities requirements and regulations.
5. Responsible for planning, implementation and controlling of projects.
6. Perform Quality control and quality assurance.
7. Control, monitor and train down line of subordinates.
8. Communicate with customers, clients, consultants and all level staff.
9. Conduct meetings.
10. Perform other duties as assign by superior.



LEVEL 6

PROFESSIONAL MECHANICAL ENGINEER

A PROFESSIONAL MECHANICAL ENGINEER IS DESIGNATED TO PLAN, ORGANIZE AND DIRECT MECHANICAL AND ELECTRICAL WORK SCHEDULE AND RECOURSES.

A PROFESSIONAL MECHANICAL ENGINEER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Ensure and certify compliance by the plant of all laws and government regulations relative to the operations of its machines, equipment and work to be handled and supervised by professional mechanical engineers.
2. Conduct technical inspection, advise and consultation in the area of mechanical engineering and technology at all times necessary to ensure compliance by the plant with laws and government regulations.
3. Create and submit reports and updates for the Company and the Professional Regulation Commission, Commission on Higher Education, Local Government, and other government regulatory agencies as may be required pursuant to current laws and regulations.
4. Provide assistance, support and consultation services to the Company's Mechanical Engineers applying to be registered Professional Mechanical Engineers.
5. Perform such other services as may be required from a Professional Mechanical Engineer and in compliance with laws and government regulations.

6. Planning, implementation and monitoring of the entire construction process.
7. Perform Quality Assurance, Quality Control, supervision and coordination.
8. Assist in resolving all technical and site issues.
9. Liaise with consultants and architects on drawing and specifications.
10. Develop design and engineering submission as per project specification.
11. Coordination of multi-disciplinary works within a project including handling project planning, budget and cost control, safety and quality system implementation.
12. Monitor project progress in compliance with Building Codes and requirement.
13. Monitors contractors performance in compliance to quality requirement, project schedule and contract terms.
14. Monitors consultant performance and ensure timely issuance of information and stage completion verification.

(JOB TITLES)

PROFESSIONAL SERVICES – QUANTITY SURVEY

LEVEL 1

NOT AVAILABLE

LEVEL 2

NOT AVAILABLE

LEVEL 3

NOT AVAILABLE

LEVEL 4

ASSISTANT QUANTITY SURVEYOR

LEVEL 5

QUANTITY SURVEYOR

LEVEL 6

PROFESSIONAL QUANTITY SURVEYOR

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 4

ASSISTANT QUANTITY SURVEYOR

AN ASSISTANT QUANTITY SURVEYOR IS DESIGNATED TO SUPERVISE WORK AT SITE IN ORDER TO ENSURE QUALITY OF WORK.

AN ASSISTANT QUANTITY SURVEYOR MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Carry out tendering, quantity surveyor and design works.
2. Carry out site work, monitor and supervision of site inspection and attend meetings.
3. Understand contracts and ensure work in accordance to contract specifications and as per schedule.
4. Prepare of daily site report and feed back/report to superior on any site problems.
5. Supervise work at site in order to ensure quality of work.
6. Provide reporting in daily work progress.
7. Perform other duties as assign by superior.

Pre-requisite; Minimum qualification required by the industry for L4 Assistant Quantity Surveyor is Diploma in Quantity Surveyor.



LEVEL 5

QUANTITY SURVEYOR

A QUANTITY SURVEYOR IS DESIGNATED TO MANAGE AND CONTROL COSTS WITHIN CONSTRUCTION PROJECT AND INVOLVE THE USE OF RANGE MANAGEMENT PROCEDURES AND TECHNICAL TOOLS TO ACHIEVE GOAL.

A QUANTITY SURVEYOR MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Control cost by accurate measurement of work required.
2. Coordinate architect, engineer, contractor and supplier.
3. Prepare bill of quantities.
4. Check on changes of design.
5. Assess and recommend payment to contractors during construction.
6. Prepare monthly cash-flow forecast for clients.
7. Prepare final bills.
8. Understand implication of design decision at an early stage to ensure that good value is obtained for the money to be expended.
9. Review architectural and engineering drawing and specifications.
10. Apply the technique of measuring quantities from drawing, sketches, and specifications prepare by designers, principally architect and engineer.

11. Facilitate all the skill available to minimize additional costs to project and maintain a first class service for customer.
12. Answer to customer request and concern.
13. Investigate and measure areas of the potential construction sites.
14. Perform other duties as assign by superior.



LEVEL 6

PROFESSIONAL QUANTITY SURVEYOR

A PROFESSIONAL QUANTITY SURVEYOR IS DESIGNATED TO CALCULATE THE COST OF CONSTRUCTION FOR PROJECTS TENDERING (PRE-CONTRACT) BASED ON THE TENDER DRAWINGS AND DOCUMENTS.

A PROFESSIONAL QUANTITY SURVEYOR MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Plan and organise project.
2. Set up a comprehensive contracting system for company.
3. Calculate the cost of construction for projects tendering (Pre-Contract) based on the tender drawings and documents.
4. Attend tender interview and assist the management in tender presentation.
5. Invite sub-contractors of various traders to submit quotations for the projects and evaluate the quotations accordingly to the necessary award of the Sub-Con.
6. Control cost by monitoring the site works and progress.
7. Prepare project final account and analysis, interim progress claims and evaluation of Sub-con claims.
8. Analyse material cost market rates and price fluctuations.
9. Evaluate and recommend regularly sub-contractors interim and final claims.

10. Administer and coordinate site orders of materials, machinery and any other supplies.
11. Prepare progress reports which include progress charts and photographs, daily reports and weather charts for submission in the site meeting.
12. Possess high integrity, strong negotiation and interpersonal skills.
13. Perform other duties as assign by superior.

(JOB TITLES)

PROFESSIONAL SERVICES – LAND SURVEY

***LEVEL 1
NOT AVAILABLE***

***LEVEL 2
NOT AVAILABLE***

***LEVEL 3
SURVEY FIELD ASSISTANT (ENGINEERING)***

***LEVEL 4
SENIOR SURVEY ASSISTANT***

***LEVEL 5
SURVEY MANAGER***

***LEVEL 6
NOT AVAILABLE***

***LEVEL 7
NOT AVAILABLE***

***LEVEL 8
NOT AVAILABLE***



LEVEL 3

SURVEY FIELD ASSISTANT (ENGINEERING)

A SURVEY FIELD ASSISTANT (ENGINEERING) IS DESIGNATED TO PREPARE AND REVISE MAPS AND CHARTS OF ALL TYPES.

A SURVEY FIELD ASSISTANT (ENGINEERING) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Compile map manuscripts from aerial photographs, other maps, survey notes.
2. Record any reports related to cartographer job scope.
3. Portray hydrographic, cultural, relief and other type features.
4. Prepare reproduction material by scribing on acetate, images of original manuscript to produce final negative in colour-separated form.
5. Apply names of geographical features, municipalities and other particulars in appropriate positions on original drawing or separate type overlay.
6. Examine final composites to ensure completeness and accuracy.
7. Accompany crew in field to verify and complete map detail.
8. Perform other duties as assign by superior.

Pre-requisite; Minimum qualification required by the industry for L3 Survey Field Assistant is Certificate in Land Survey.



LEVEL 4

SENIOR SURVEY ASSISTANT

A SENIOR SURVEY ASSISTANT IS DESIGNATED TO PREPARE DETAILED TECHNICAL DOCUMENTATION AND SURVEY NOTES.

A SENIOR SURVEY ASSISTANT MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Perform specialized assignments requiring fundamental knowledge of surveying work.
2. Plan and provide lead direction to assigned staff.
3. Configure and operate automated and electronic survey instruments and equipment.
4. Interpret and write legal descriptions of real property.
5. Maintain sets of survey records and prepare reports to maintain control of project progress.
6. Interpret and explain the county requirements related to survey and mapping to outside consultants, contractors, and other public agencies.
7. Maintain cooperative relationships with coworkers and the public.
8. Perform other duties as assign by superior.



LEVEL 5

SURVEY MANAGER

A SURVEY MANAGER IS DESIGNATED TO ASSESS LAND DUE FOR REDEVELOPMENT, LAND/GEOMATICS SURVEYORS SURVEY A RANGE OF DIFFERENT AREAS, INCLUDING AIRPORTS, LANDFILL SITES, PIPELINE AND DISTRIBUTION SYSTEMS.

A SURVEY MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Discuss specific project requirements with clients.
2. Measure the ground as required by the client (including aspects such as small and large-scale distances, angles, elevations, etc).
3. Gather data on the earth's physical and man-made features through surveys.
4. Processing data.
5. Undertake digital mapping.
6. Produce detailed information (subsequently analysed by planners, builders and cartographers).
7. Use a range of equipment to produce surveys, including GPS and conventional methods;
8. Analyse information thoroughly before it is handed over to other professionals.

9. Think creatively to resolve practical planning and development problems.
10. Interpret data using maps, charts and PLAN.
11. Utilise data from a range of sources, such as aerial photography, satellite surveys and laser beam measuring systems.
12. Use computer-aided design (CAD) and other IT software to interpret data and present information.
13. Keep up to date with new and emerging technology.
14. Provide advice to a range of clients.
15. Perform other duties as may be assign by client.

(JOB TITLES)

PROFESSIONAL SERVICES – TOWN PLANNING

***LEVEL 1
NOT AVAILABLE***

***LEVEL 2
NOT AVAILABLE***

***LEVEL 3
NOT AVAILABLE***

***LEVEL 4
ASSISTANT TOWN PLANNER***

***LEVEL 5
TOWN PLANNER***

***LEVEL 6
SENIOR TOWN PLANNER***

***LEVEL 7
NOT AVAILABLE***

***LEVEL 8
NOT AVAILABLE***



LEVEL 4

ASSISTANT TOWN PLANNER

AN ASSISTANT TOWN PLANNER IS DESIGNATED TO PROVIDE INFORMATION AND ASSISTANCE TO TOWN PLANNER, COMMISSIONS AND COMMITTEES ON A RANGE OF TECHNICAL PLANNING AND COMMUNITY DEVELOPMENT ISSUES.

AN ASSISTANT TOWN PLANNER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Conduct research, gathering data, and supporting project work.
2. Prepare staff reports, drafts motions and decisions for review by the town planner.
3. Respond to inquiries from the general public on town by laws and procedures.
4. Administer contracts for design, specialized studies and consultants.
5. Responsible for administrative/technical work in the performance of the town's planning.
6. Development review and inspection functions.
7. Perform site visits and inspections.

Pre-requisite; Minimum qualification required by the industry for L4 Assistant Town Planner is Diploma in Town Planning.



LEVEL 5

TOWN PLANNER

A TOWN PLANNER IS DESIGNATED TO PLAN LAYOUT AND CO-ORDINATES DEVELOPMENT OF URBAN OR RURAL AREAS.

A TOWN PLANNER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Research and analyse data about a specific topic, such as minerals or a geographical area, and then coordinating this data with information gathered from a variety of sources, such as basic survey work, to enable informed judgments to be made.
2. Promote environmental education and awareness, which may include helping disadvantaged groups express their opinions about planning issues and proposals, and visiting sites to assess the effects of such proposals on people or the environment.
3. Consult interested parties and negotiating development proposals with local authorities and others, including liaising with other professionals, such as surveyors and architects.
4. Attend and present at planning appeals and public inquiries.
5. Develop creative and original solutions to satisfy all parties.
6. Recall data, facts and procedures accurately.
7. Design layouts and draft design statements.
8. Assess planning applications and enforcing and monitor regulations as necessary;

9. Schedule available resources to meet targets.
10. Write reports, often of a complex nature, which make recommendations or explain detailed regulations - these reports may be for a range of groups, from local borough councils to regional assemblies or members of the public.
11. Deal with the public, including presenting proposals at public meetings or planning committees - often these meetings bring together very.



LEVEL 6

SENIOR TOWN PLANNER

A SENIOR TOWN PLANNER IS DESIGNATED TO HEAD UP THE DIVISION AND RUN THE PROJECT FROM INCEPTION THROUGH TO COMPLETION GETTING INVOLVED IN TRAINING AND BUSINESS DEVELOPMENT.

A TOWN PLANNER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTY DEVELOPMENT AND GOVERNMENT SECTOR.

In particular the person will:

1. Head up the division and run the project from inception through to completion getting involved in training and business development.
2. Provide planning consultancy services for a range of public and private sector clients.
3. Carry out the processing of planning and other related applications, the formulation of planning policy and the preparation of reports and recommendations as part of the 'more' service for local authorities.
4. Support and liaise with senior/principal planning consultants and the town planning associate to ensure planning duties are carried out efficiently and effectively.
5. Prepare and presenting evidence, acting as an expert witness as necessary in respect of planning appeals.
6. Carry out planning consultancy work in accordance with the clients brief.
7. Contribute towards business development and securing of new business where appropriate.

8. Provide planning advice, whilst managing the planning process for a range of private and public sector clients.
9. Involved in site investigations, planning and environmental reviews, client liaison, development applications, and the supervision and mentoring of junior employees.
10. Act as a mentor to other members of the planning division and will liaise with the client offering your expertise and guidance on all aspects of the project including dealing with site visits and organizing complete environmental appraisals.
11. Delegate tasks to other members of the team as well as working closely with other sections of the company.

(JOB TITLES)

PROFESSIONAL SERVICES – PROPERTY

LEVEL 1
REAL ESTATE CLERK

LEVEL 2
REAL ESTATE SENIOR CLERK

LEVEL 3
REAL ESTATE OFFICER

LEVEL 4
NEGOTIATOR
REAL ESTATE EXECUTIVE

LEVEL 5
NEGOTIATOR
REAL ESTATE MANAGER

LEVEL 6
NOT AVAILABLE

LEVEL 7
NOT AVAILABLE

LEVEL 8
NOT AVAILABLE



LEVEL 1

REAL ESTATE CLERK

A REAL ESTATE CLERK IS DESIGNATED TO COMPILE DATA AND PERFORM ROUTINE CLERICAL TASKS AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A REAL ESTATE CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Check real estate information.
2. Check real estate internal compliance.
3. Issue real estate policy and non-policy document.
4. Provide customer service.
5. Provide real estate support.
6. Provide administrative support.
7. Assess standard property risk.
8. Process new/renewal real estate cover note.
9. Process real estate.
10. Perform endorsement and prepare real estate renewal notice.
11. Control real estate cover note.



LEVEL 2

REAL ESTATE SENIOR CLERK

A SENIOR CLERK - REAL ESTATE IS DESIGNATED TO COMPILES DATA CONCERNED WITH RENTAL, SALE OR MANAGEMENT OF REAL ESTATE, PERFORMING.

A SENIOR CLERK - REAL ESTATE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTIES MANAGEMENT, DEVELOPER'S, CONSULTANT COMPANY AND ETC.

In particular the person will:

1. Type copies of listing of real estate rentals and sales for distribution to trade publications and for use as reference data by other departments.
2. Compute interest owed, penalty payment, amount of principal and taxes due on mortgage loans, using calculating machine.
3. Hold in escrow collateral posted to ensure fulfillment of contracts in transferring real estate and property titles.
4. Check due notices on taxes and renewal dates of insurance and mortgage loan to take follow-up action.
5. Send out rent-due notices to tenants.
6. Write cheques in payment of bills due.
7. Keep record of disbursements.
8. Examine cancelled returned cheques for endorsement.
9. Compile list of prospect from leads in newspapers and trade periodicals to locate prospective purchasers of real estate.

10. Handle data entry.
11. Handle Estate Management matters.
12. Maintain and update estate management records and general book-keeping.
13. Perform general administrative matters.
14. Prepare monthly status reports.
15. Perform other duties as assign by superior.



LEVEL 3

REAL ESTATE OFFICER

A REAL ESTATE OFFICER IS DESIGNATED TO ADMINISTER COMMERCIAL AND RESIDENTIAL RENTAL PROPERTIES.

A REAL ESTATE OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTIES MANAGEMENT, DEVELOPER'S, CONSULTANT COMPANY AND ETC.

In particular the person will:

1. Administer commercial and residential rental properties
2. Perform on site management and maintaining of residential/commercial /industrial properties
3. Perform day to day operation of all matters relating to maintenance/ management of facilities and operations
4. Perform administration and management of contracts
5. Attend to queries to tenants
6. Liaise and supervise contractor works.
7. Perform other duties as instructed by superior.



LEVEL 4

NEGOTIATOR

A NEGOTIATOR IS DESIGNATED TO PROVIDE INFORMATION ON PROPERTY RELATED MATTERS AND VALUATION ADVICE AND PREPARE SUCH REPORTS, ETC AS MAY BE REQUIRED.

A NEGOTIATOR MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS STOCK EX-CHANGE CENTRE, BROKERAGE COMPANY, INVESTMENT CONSULTANT AND ETC.

In particular the person will:

1. Provide advice on occupancy matters in the main administrative buildings to promote the effective and efficient use of accommodation.
2. Undertake valuations, negotiations for acquisition and disposal, management and administration of property.
3. Undertake, at the direction of the valuation manager, all aspects of general property management.
4. Collate information and monitor the property and making recommendations in accordance with company policy.
5. Carry out valuations, inspections and negotiations in connection with property acquisition, disposal, leasing and management, to include compulsory purchase work, portfolio and insurance valuation and valuations for other purposes as required.
6. Provide information at tribunals, public enquiries, court cases and such other meetings as may be necessary.
7. Participate actively in supporting the principles and practice of equality of opportunity as laid down in the organization's equal opportunities policy.
8. Perform other duties as assign by superior.



LEVEL 4

REAL ESTATE EXECUTIVE

REAL ESTATE EXECUTIVE IS DESIGNATED TO OVERSEE SCHEDULING, OPERATIONS, AND MAINTENANCE OF REAL ESTATE PROPERTIES.

REAL ESTATE EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTIES MANAGEMENT, DEVELOPER'S, CONSULTANT COMPANY AND ETC.

In particular the person will:

1. Handle all bookkeeping duties, including taxes, mortgages, and insurance.
2. Train, supervise, and assign duties to the maintenance staff, handle daily service and repair problems, and keep records of operating costs.
3. Oversee scheduling, operations, and maintenance of real estate properties.
4. Oversee the management and maintenance of a portfolio of properties (commercial, industrial).
5. Administer commercial and residential rental properties such as apartment buildings, office complexes, and shopping centers.
6. Manage the services and communal areas of real estate and community associations.
7. Ensuring the overall smooth operations.
8. Oversee the contractor works.
9. Handle tenants' requests and queries.



LEVEL 5

SENIOR NEGOTIATOR

A SENIOR NEGOTIATOR IS DESIGNATED TO ACCOUNTABLE FOR MANAGING THE ACQUISITION PROCESS FOR VARIOUS GOODS AND SERVICES FOR CLIENTS IN THE VARIOUS DIVISIONS AND BUSINESS UNITS. THEY WILL LEAD MORE COMPLEX STRATEGIC (HIGH SPEND/MEDIUM-HIGH, HIGH RISK) SOURCING AND OUTSOURCING ACTIVITIES.

A SENIOR NEGOTIATOR MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS STOCK EX-CHANGE CENTRE, BROKERAGE COMPANY, INVESTMENT CONSULTANT AND ETC.

In particular the person will:

1. Develop sourcing strategy, working with clients on clarifying business requirements, and providing governance on sourcing best practices, negotiating the contract, and ownership over the sourcing process for the deal.
2. Perform analyzing and negotiating complex business and legal concepts.
3. Provide mentoring to other team members, and to bring their experience to bear on similar deal negotiations.
4. Coordinate, negotiate and process pre-proposal documents such as non-disclosure agreements and trial evaluation agreements.
5. Develop and communicate negotiation approach to client and other stakeholders.
6. Perform pre-proposal activities including preparation of RFIs, RFQs and RFPs ensuring that they capture stakeholder requirements and concepts;

coordinating vendor questions, product demonstration, and distribution of vendor responses.

7. Negotiate contracts; utilize sourcing tools and applying appropriate methodologies.
8. Provide guidance in negotiations with respect to price, terms, risk.
9. Assemble or participate in negotiation team and work with the team to define negotiation strategy.
10. Ensure all required reviews are complete prior to final approval to ensure the acquisition is done in the best interest of the company (legal, technical, financial).
11. Create and document deal and savings summary associated with negotiated activities.
12. Use various research tools to perform market/vendor research and develop subject matter expertise.
13. Assist in the resolution of client-vendor issues arising from existing contracts.
14. Act in a consultative role to clients on Strategic Sourcing policies and procedures.
15. Perform project work as business dictates.



LEVEL 5

REAL ESTATE MANAGER

A REAL ESTATE MANAGER MAIN RESPONSIBILITY IS TO MAINTAIN AND EVEN INCREASE THE VALUE OF VARIOUS REAL ESTATE INVESTMENTS. THEY ARE RESPONSIBLE FOR TRACKING THE PERFORMANCE OF BOTH COMMERCIAL AND RESIDENTIAL PROPERTIES AND MAKE SURE THAT REAL ESTATE INVESTMENTS ACCOMPLISH THEIR ANTICIPATED REVENUES.

A REAL ESTATE MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS PROPERTIES MANAGEMENT, DEVELOPER'S, CONSULTANT COMPANY AND ETC.

In particular the person will:

1. Maintain and increase the value of various real estate investments.
2. Tracking the performance of both commercial and residential properties and make sure that real estate investments accomplish their anticipated revenues.
3. Perform scheduling for property maintenance.
4. Analyze market conditions for management.
5. Manage building maintenance projects.
6. Compile data for financial reports.
7. Evaluate performance of employees and make appraisal.
8. Perform negotiation of real estate sales contracts.
9. Resolve customer and public complaints related to real estate management.

10. Maintain records, reports and files related to real estate management.
11. Ensuring rental properties are occupied.
12. Handle each property's financial operation, making sure the rent is collected on time and ensuring mortgages, property taxes and maintenance bills are paid in a timely manner.
13. Analyze information on property values, taxes, zoning, population growth and traffic volume to decide if certain properties should be acquired.

(JOB TITLES)

PROFESSIONAL SERVICES – MARKET RESEARCH

LEVEL 1
NOT AVAILABLE

LEVEL 2
NOT AVAILABLE

LEVEL 3
NOT AVAILABLE

LEVEL 4
NOT AVAILABLE

LEVEL 5
MARKET RESEARCH ASSISTANT

LEVEL 6
MARKET RESEARCH MANAGER

LEVEL 7
NOT AVAILABLE

LEVEL 8
NOT AVAILABLE



LEVEL 5

MARKET RESEARCH ASSISTANT

A MARKET RESEARCH ASSSITANT IS DESIGNATED TO PERFORM RESEARCH ON MARKETING, DEMAND AND SUPPLY ACTIVITIES IN VARIETY OF CONTEXT AND SOME OF THE ACTIVITIES ARE NON-ROUTINE AND REQUIRE INDIVIDUAL RESPONSIBILITY AND AUTONOMY.

A MARKET RESEARCH ASSSITANT MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Perform responsibility for designing, implementing and controlling research PLAN and surveys, utilizing scientific forecasting and trending techniques, market intelligence, networking and marketing principles.
2. Ensure that competitive business/market researches, surveys and intel-gathering are properly substantiated by scientific data and information.
3. Perform responsibility, together with the Marketing Division Head (MDH), for ensuring the success of each and every business/market research, surveys and intel-gathering within the approved Marketing Plan.
4. Plan and formulate facets of market research/survey and intel-gathering proposals, inclusive of the objectives of a project, applications of conclusions/results, project-costs and/or resource-allocation/requirements of a project.
5. Develop and implementing procedures for overseeing/monitoring each approved research project, inclusive of expense-recording, research-findings, project-progress reporting and updating/briefing of top-management, together with the proposed marketing counter-measures/moves vis-à-vis the results/findings of a project.

6. Monitor office operations to ensure that security procedures are being followed.
7. Evaluate establishment procedures and recommends changes to manager.
8. Manage office in absence of manager.

Pre-requisite; Minimum qualification required by the industry for L5 is at Degree level with knowledge in conducting research and survey.



LEVEL 5

MARKET RESEARCH MANAGER

A MARKET RESEARCH MANAGER IS DESIGNATED TO COLLECT AND ANALYSE INFORMATION ON BEHALF OF ORGANISATIONS SUCH AS BUSINESSES, GOVERNMENTS AND ETC. THEY ANALYSE CONSUMER OPINIONS AND COLLECT DATA FROM A VARIETY OF SOURCES TO ENABLE ORGANISATIONS TO MAKE INFORMED DECISIONS.

A MARKET RESEARCH MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Collect and analyse information on behalf of organisations such as businesses, governments and etc.
2. Analyse consumer opinions and collect data from a variety of sources to enable organisations to make informed decisions.
3. Plan and implement research projects, and assess the results. They may also work with clients, advising how to use the information provided.
4. Perform quantitative research focuses on gathering and analysing information using techniques such as questionnaires and electronic data collection.
5. Perform qualitative research focuses on people's attitudes and motivation, using methods such as focus groups and in-depth interviews.
6. Meeting with clients to negotiate and agree research projects; regular client liaison via meetings, email and the telephone.
7. Researching a topic.
8. Prepare briefs and commissioning research.

9. Formulate a plan/proposal and presenting it to the client or senior management.
10. Pitching projects to potential clients.
11. Write and manage the distribution of surveys and questionnaires.
12. Brief interviewers and researchers.
13. Liaise with and managing survey staff.
14. Perform moderating focus groups.
15. Perform undertaking of ethnographic research (observing people in their homes and other environments).
16. Conduct qualitative or quantitative surveys, which may involve field, interview or focus group assessments.
17. Use statistical software to manage and organise information.
18. Monitor the progress of research projects.
19. Analyze and interpreting data to identify patterns and solutions, including surveys and focus group transcripts.
20. Write detailed reports and presenting results.
21. Advise clients/senior management on how to best use research findings.
22. Work closely with colleagues on research projects.

(JOB TITLES)

RISK MANAGEMENT

LEVEL 1
NOT AVAILABLE

LEVEL 2
NOT AVAILABLE

LEVEL 3
NOT AVAILABLE

LEVEL 4
NOT AVAILABLE

LEVEL 5
NOT AVAILABLE

LEVEL 6
RISK MANAGEMENT MANAGER

LEVEL 7
RISK MANAGEMENT ASSISTANT GENERAL MANAGER

LEVEL 8
RISK MANAGEMENT GENERAL MANAGER



LEVEL 6

RISK MANAGEMENT MANAGER

A RISK MANAGEMENT MANAGER IS DESIGNATED TO RESPONSIBLE FOR MARKET RISK CAPITAL POLICY, METHODOLOGY, CALCULATION, REPORTING AND ANALYSIS. IT IS ALSO RESPONSIBLE FOR THE ATTRIBUTION OF THE RISK-BASED CAPITAL OF THE FIRM (INCLUDING MARKET, CREDIT AND OPERATIONAL RISK) TO INDIVIDUAL BUSINESS UNITS OF THE FIRM AND THE PERFORMANCE OF BUSINESS LEVEL RETURN ON EQUITY ANALYSIS.

A RISK MANAGEMENT MANAGER MAY BE FOUND IN PROFESSIONAL SERVICES SECTOR SUCH AS BANKING, FINANCE AND BUSINESS CONSULTANT.

In particular the person will:

1. Analyze market risk capital policy, methodology, calculation, reporting and analysis.
2. Calculate and report market risk capital and analyze changes/trends.
3. Back-test VaR model of the firm and provide analysis and commentary for exceptions.
4. Coordinate/work-on periodic regulatory filings and answers to ad hoc requests from regulators.
5. Attribute firmwide risk capital to business units and analyze return on capital.
6. Perform ad hoc capital related analyzes including pre-trade capital impacts.
7. Work on issues related to capital treatments for new products and businesses.

8. Develop methodologies for risk based capital calculations such as jump/stress based add-ons.
9. Study implications and responses for regulatory policy issues.

Pre-requisite; Minimum qualification required by the industry for L6 is at Degree level with 2 years working experience at managerial level which dealing with risk management.



LEVEL 7

RISK MANAGEMENT ASSISTANT GENERAL MANAGER

A RISK MANAGEMENT SENIOR MANAGER IS DESIGNATED TO DEVELOP ASSESSMENT PROCESSES FOR THE VALUATION OF FINANCIAL ASSETS, INCLUDING DERIVATIVES AND REVIEW APPROACHES TO MODELING AND MODEL VALIDATION IN THE CONTEXT OF FINANCIAL ASSETS.

A RISK MANAGEMENT SENIOR MANAGER MAY BE FOUND IN PROFESSIONAL SERVICES SECTOR SUCH AS BANKING, FINANCE AND BUSINESS CONSULTANT.

In particular the person will:

1. Develop assessment processes for the valuation of financial assets, including derivatives.
2. Review approaches to modeling and model validation in the context of financial assets.
3. Facilitate management and boards of directors to identify, measure, and monitor financial and business risks, the relationships between risks and returns, and the control environment over the management and reporting of these risks.
4. Assisted in valuation approaches, stress testing, model development and risk rating, and measurement approaches to help management leverage the leading practices in risk identification and measurement.
5. Provide leadership with the development of methods for governance processes for market, credit, and operational risk management.
6. Develop methods for reviewing and assessing front, middle and back offices within a trading environment.

7. Build assessment capabilities for economic capital processes.
8. Provide advisory services including process improvement and risk assessments.
9. Develop and execute business development PLAN related to system integration advisory service.
10. Identify and build long-term business relationships with new target clients and key executives.
11. Direct client needs assessments, delivery, and/or management of delivery services.
12. Scope prospective engagements and develop proposals and project contract negotiation.



LEVEL 8

RISK MANAGEMENT GENERAL MANAGER

A RISK MANAGEMENT GENERAL MANAGER IS DESIGNATED TO ANALYZE AND MANAGE MARKET RISK EXPOSURE TO CORPORATE CREDIT AND LENDING PRODUCTS INCLUDING IDENTIFYING RISK CONCENTRATIONS AND RENDERING THE IMPACT OF CHANGES IN OBSERVABLE MARKET PRICES AND PRICING PARAMETERS TRANSPARENT BOTH AT TRADE LEVEL AND IN THE OVERALL PORTFOLIO VALUE.

A RISK MANAGEMENT GENERAL MANAGER MAY BE FOUND IN PROFESSIONAL SERVICES SECTOR SUCH AS BANKING, FINANCE AND BUSINESS CONSULTANT.

In particular the person will:

1. Analyze and manage market risk exposure to corporate credit and lending products including identifying risk concentrations.
2. Rendering the impact of changes in observable market prices and pricing parameters transparent both at trade level and in the overall portfolio value.
3. Draft weekly, monthly, and quarterly executive summary risk and performance reports, providing detailed insight into key risk concentrations and risk-adjusted performance.
4. Identify, formulate and quantify risk scenarios and understand risk, scenario, and Value-at-Risk changes through analysis of corporate credit cash flow models using proprietary tools in Excel and VB and interaction with trading desks, financial controllers, asset managers, funds, other investors and counterparties.

5. Analyze performance of the firm's corporate credit trading and lending activities in relation to the market risk exposure arising from these activities.
6. Advise senior management and auditors of key market risks to which the corporate credit trading and lending areas are exposed.
7. Act as primary interface between market risk and corporate credit trading and lending desks.
8. Maintain and enhance scenario framework for measuring exposure to large market moves; work with traders, business unit IT, and market risk IT to implement framework.
9. Provide guidance to market risk research group to develop and implement enhancements to the firm's VaR framework.
10. Provide an independent control on the accuracy and completeness of market risk data.
11. Provide market risk approval before trading new products or large and/or complex individual trades.
12. Examine legal documentation of market instruments including default swaps, baskets, and other synthetic instruments in order to identify inherent market risks.

(JOB TITLES)

SECRETARIAL COMPANY

LEVEL 1

NOT AVAILABLE

LEVEL 2

NOT AVAILABLE

LEVEL 3

NOT AVAILABLE

LEVEL 4

SECRETARIAL ASSISTANT

LEVEL 5

ASSISTANT COMPANY SECRETARY

LEVEL 6

**COMPANY SECRETARY
(Professional Qualification)**

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 3

SECRETARIAL ASSISTANT

A SECRETARIAL ASSISTANT IS DESIGNATED TO SUPERVISE AND COORDINATE ACTIVITIES OF PERSONNEL INVOLVED IN COMPANY SECRETARIAL OPERATIONS IN DEPARTMENT OR BRANCH OFFICE OF FINANCIAL INSTITUTIONS. PREPARES WORK SCHEDULES AND ASSIGNS DUTIES TO OPERATIONS PERSONNEL TO ENSURE EFFICIENT OPERATIONS OF DEPARTMENT OR BRANCH.

A SECRETARIAL ASSISTANT MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Co-ordinate administrative policies and procedures for company secretary.
2. Coordinate the preparation and submission of summary briefs and reports to the executive, committees and board of directors on company secretary.
3. Prepare agendas and make arrangements for committee, board and other meetings.
4. Conduct research, compile data, and prepare papers for consideration and presentation by the executive, committees and boards of directors.
5. Liaise with departmental and corporate officials and with other organizations and associations on behalf of the executive.
6. Carry out other general duties as per instructed by superior.

Pre-requisite; Minimum qualification required by the industry for L4 is at Diploma level in Secretarial



LEVEL 4

ASSISTANT COMPANY SECRETARY

ASSISTANT COMPANY SECRETARY IS DESIGNATED TO PLAN, ORGANIZES, DIRECTS, CONTROLS AND EVALUATE, THROUGH MIDDLE MANAGERS, THE OPERATIONS OF THEIR ORGANIZATION IN RELATION TO ESTABLISHED OBJECTIVES.

ASSISTANT COMPANY SECRETARY MAY BE FOUND IN VARIOUS SECTORS OF BANKING SERVICES INDUSTRY.

In particular the person will:

1. Arrange board meetings and meeting of any committees holding power delegated by the board.
2. Draw up and circulates agendas.
3. Ensure the report and document requested by board or committee are presented at appropriate meetings.
4. Sign documents and correspondence requiring signature on behalf of the company.
5. Organize and control the operation of company registered office.
6. Ensure that legal, statutory and others provisions governing or affecting the running of the company are observed and acts as representative of the company.
7. Carry out other general duties as per instructed by superior.



LEVEL 5

COMPANY SECRETARY (Professional Qualification)

A COMPANY SECRETARY IS DESIGNATED TO RESPONSIBLE FOR ENSURING THE COMPLIANCES OF THEIR ORGANISATION IN RELATION TO FINANCIAL AND LEGAL PRACTICES, AS WELL AS ISSUES OF CORPORATE GOVERNANCE. ALTHOUGH THEY ARE NOT STRICTLY REQUIRED TO PROVIDE LEGAL ADVICE, COMPANY SECRETARIES MUST HAVE A THROUGH UNDERSTANDING OF THE LAWS WHICH AFFECT THEIR AREAS OF WORK.

BY LAW, BOTH PUBLIC AND PRIVATE LIMITED COMPANIES MUST EMPLOY A COMPANY SECRETARY AND THEREFORE SUCH POSITIONS CAN BE FOUND IN ALL SECTORS.

In particular the person will:

1. Organise, prepare agendas and taking minutes of board meetings and Annual General Meetings (AGMs).
2. Maintain statutory books, including registers of members, directors and secretaries.
3. Deal with correspondence, collate information and write reports, ensure decisions made are communicated to the relevant company stakeholders.
4. Contribute to meeting discussions and advise members of the legal, governance, accounting and tax implications of proposed policies.
5. Monitor changes in relevant legislation and the regulatory environment and take appropriate action.

6. Liaise with external regulators and advisers, such as lawyers and auditors.
7. Take responsibility for the health and safety of employees and managing insurance and property issues.
8. Develop and overseeing the systems that ensure the company complies with all applicable codes, as well as its legal and statutory requirements.

(JOB TITLES)

LEGAL SERVICES

***LEVEL 1
NOT AVAILABLE***

***LEVEL 2
LEGAL CLERK***

***LEVEL 3
LEGAL SENIOR CLERK***

***LEVEL 4
LEGAL OFFICER***

***LEVEL 5
LEGAL ASSISTANT***

***LEVEL 6
LAWYER (ADVOCATOR/SOLICITOR)***

***LEVEL 7
NOT AVAILABLE***

***LEVEL 8
NOT AVAILABLE***



LEVEL 2

LEGAL CLERK

A LEGAL CLERK IS DESIGNATED TO ASSIST IN ALL RELATED LEGAL AND ADMINISTRATION MATTERS.

A LEGAL CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS LEGAL FIRM.

In particular the person will:

1. Handle clerical legal matters.
2. Maintain and update legal records and general book-keeping.
3. Carry out general administrative matters.
4. Attend to legal documentations relating to housing projects and bank loans.
5. Attend to clients and launching of housing projects as and when necessary.
6. Prepare and attend to the memorandum of transfer, charge, deed of assignment, etc and all general correspondences.
7. Prepare monthly status reports.
8. Perform other duties as assign by superior.

Pre-requisite; Minimum qualification required by the industry for L2 Clerk is SPM with 2 years related working experience.



LEVEL 3

LEGAL SENIOR CLERK

A LEGAL SENIOR CLERK IS DESIGNATED TO ASSIST IN ALL RELATED LEGAL AND ADMINISTRATION MATTERS.

A LEGAL SENIOR CLERK MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS LEGAL FIRM & ETC.

In particular the person will:

1. Handle legal matters.
2. Maintain and update legal records and general book-keeping.
3. Perform general administrative matters.
4. Attend to legal documentations relating to housing projects and bank loans.
5. Attend to clients and launching of housing projects as and when necessary.
6. Prepare and attend to the memorandum of transfer, charge, deed of assignment, etc and all general correspondences.
7. Preparing monthly status reports.
8. Perform other duties as assign by superior.



LEVEL 4

LEGAL OFFICER

A LEGAL OFFICER IS DESIGNATED TO PROVIDE LEGAL ANALYSIS & ADVICE ON COMMERCIAL TRANSACTION AND OTHER OPERATIONAL MATTERS REGARDING CIVIL LAW AND GENERAL LAW SPECIFICALLY THOSE RELATING TO BUSINESS, REAL ESTATE, CORPORATE, INTELLECTUAL PROPERTY, TAXATION AND CONTRACTS.

A LEGAL OFFICER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES INDUSTRY.

In particular the person will:

1. Prepare legal documents, review contracts, memorandum and correspondence.
2. Provide legal counsel on issues arising from actual or anticipated lawsuits.
3. Anticipate and guard against legal risks facing the company.
4. Conduct and coordinate research into a variety of legal issues.
5. Liaise with the relevant authorities as needed.
6. Undertake all necessary administrative and financial functions required for the smooth operation.
7. Prepare budgets and monitor department spending and the disbursement of funds.
8. Organize meetings, workshops, conferences and other events, and prepare reports of meetings.

9. Participate with the conceptualization, design, management and implementation of Justice Initiative projects in cooperation with partners, NGOs and local governmental and inter-governmental partners.
10. Research and prepare written memoranda on noteworthy developments on selected human rights issues, including policies emanating from regional and international institutions and tribunals.



LEVEL 5

LEGAL ASSISTANT

A LEGAL ASSISTANT IS DESIGNATED TO CONDUCTS A VARIETY OF RESEARCH AND ANALYSIS ASSIGNMENTS, PREPARES LEGAL OR ADMINISTRATIVE HEARINGS DOCUMENTS, AND REVIEWS OF LEGISLATION PERTINENT TO THE WORK AREA.

A LEGAL ASSISTANT MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Perform research and analysis of routine legal problems and issues.
2. Prepare of legal contracts, deeds, leases, and other legal papers of a routine nature.
3. Research relevant statutes, rulings, and precedents to be used as a basis for answering requests for legal opinions of a routine nature or limited scope.
4. Perform preliminary work in the preparation of legal opinions.
5. Prepare cases and hearings of a routine nature.
6. Conduct factual investigations of a limited scope.
7. Prepare correspondence and pleadings related to the work.
8. Update legal publications and participates in the work associated with a law library.
9. Prepare case notes, head notes, and index entries describing agency's final decisions and orders.

10. Research relevant statutes, rulings, and precedents to be used as a basis for preparing contested case decisions.
11. Prepare proposals for decision, final orders, and other decisional documents resulting from quasi-judicial hearings.
12. Review complaints and prepares preliminary assessments of validity.
13. Perform preliminary work in assessing requests filed under the Freedom of Information Act.
14. Research and draft which relates to declaratory rulings issued under agency authority.
15. Review administrative licensing case files and drafts notices of non-compliance, complaints and settlement agreements.
16. Prepare responses to questions regarding agency administration of regulatory and other law.
17. Review recent legislation, court cases, correspondence, and publications pointing out matters of note or which necessitate action.
18. Research and draft legislation which pertains to the agency's legislative agenda.
19. Research background of matters requiring promulgation of administrative rules and assists with rules drafting.
20. Conduct research, compile, write, edit and publish standard setting prosecution office manuals covering criminal law procedure and policy.
21. Prepare drafts to inquiries from the legislature regarding current and proposed prosecution practices and procedures.
22. Perform other duties as assign by superior.



LEVEL 6

LAWYER (ADVOCATOR/SOLICITOR)

A LAWYER (ADVOCATOR/SOLICITOR) IS DESIGNATED TO CONDUCTS CRIMINAL AND CIVIL LAWSUITS, DRAWS UP LEGAL DOCUMENTS, ADVISES CLIENTS AS TO LEGAL RIGHTS, AND PRACTICES OTHER PHASES OF LAW.

A LAWYER (ADVOCATOR/SOLICITOR) MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES.

In particular the person will:

1. Gather evidence in divorce, civil, criminal and other cases to formulate defense or to initiate legal action.
2. Conduct research, interviews clients and witnesses, and handles other details in preparation for trial.
3. Prepare legal briefs, develops strategy, arguments, and testimony in preparation for presentation of case. Files brief with court clerk.
4. Represent client in court and before quasi-judicial or administrative agencies of government.
5. Interpret laws, rulings, and regulations for individuals and businesses. May confer with colleagues with specialty in area of lawsuit to establish and verify basis for legal proceedings.
6. Act as trustee, guardian, or executor. May draft wills, trusts, transfer of assets, gifts, and other documents.
7. Advise corporate clients concerning transactions of business involving internal affairs, stockholders, directors, officers, and corporate relations with general public.

8. Supervise and coordinate activities of subordinate legal personnel.
9. Prepare business contracts, pay taxes, settle labour disputes, and administer other legal matters.
10. Research and draft which relates to declaratory rulings issued under agency authority.
11. Review administrative licensing case files and drafts notices of non-compliance, complaints and settlement agreements.
12. Prepare responses to questions regarding agency administration of regulatory and other law.
13. Review recent legislation, court cases, correspondence, and publications pointing out matters of note or which necessitate action.
14. Research and draft legislation which pertains to the agency's legislative agenda.
15. Research background of matters requiring promulgation of administrative rules and assists with rules drafting.
16. Conduct research, compile, write, edit and publish standard setting prosecution office manuals covering criminal law procedure and policy.
17. Prepare drafts to inquiries from the legislature regarding current and proposed prosecution practices and procedures.

(JOB TITLES)

PROFESSIONAL SERVICES – ADVERTISING

LEVEL 1

NOT AVAILABLE

LEVEL 2

NOT AVAILABLE

LEVEL 3

GRAPHIC DESIGNER

LEVEL 4

**MEDIA RESEARCHER
ADVERTISING AND PROMOTION EXECUTIVE**

LEVEL 5

ADVERTISING MANAGER

LEVEL 6

NOT AVAILABLE

LEVEL 7

NOT AVAILABLE

LEVEL 8

NOT AVAILABLE



LEVEL 3

GRAPHIC DESIGNER

A GRAPHIC DESIGNER IS DESIGNATED TO RESPONSIBLE FOR THE DESIGN AND PRODUCTION OF ALL MARKETING COMMUNICATIONS AND MARKETING SUPPORT MATERIALS FOR BOTH PRINTED AND ELECTRONIC MEDIA IN ACCORDANCE TO THE APPROVED BRANDING POLICY E.G. CORPORATE PROFILES, INTERNAL POSTERS, NEWSLETTERS, PROPOSALS, INTERACTIVE PRESENTATION AND MULTIMEDIA.

A GRAPHIC DESIGNER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS ENTERTAINMENT, INFORMATION TECHNOLOGY, MULTIMEDIA, MASS COMMUNICATION AND ETC.

In particular the person will:

1. Liaise with suppliers and service providers in preparation for any advertising/campaign material.
2. Coordinate the printing production process to ensure quality, writes printing and other reproduction specifications (select ink, paper and print quality), inspect proofs for accuracy, make recommendations to contractors (typesetter, printers, illustrators, photographers and etc).
3. Do creative thinking to produce new ideas, concepts and innovation to redefine any design brief within the constraints of cost and time.
4. Demonstrate illustrative skills with rough sketches.
5. Present finalized ideas and concept to clients or superior.
6. Keep abreast with the emerging technologies in new media, particularly design programs such as Quark Xpress, FreeHand, Illustrator, Photoshop, 3D Studio, Acrobat, Director, Dreamweaver, Flash, Flash ActionScript and etc.

7. Work closely as part of a team together with printers, copywriters, photographers, other designers, account executives/manager and etc.
8. Design book covers, internal layout, posters and promotional materials (Graphic Designer).
9. Develop creative graphics and animations, and web design.
10. Maintain and support company's website (webmaster).
11. Design of banners, email and other marketing creative to aid the promotion of the web sites.
12. Visualize and realize new ideas and designs.
13. Work within a team environment, follow and maintain specifications, guidelines and standards set by the department.
14. Perform other duties as assign by superior.

Pre-requisite; Minimum qualification required by the industry for L3 is Certificate in Computer Graphic Design with knowledge to use various Computer Graphic Software



LEVEL 4

MEDIA RESEARCHER

A MEDIA RESEARCHER IS DESIGNATED TO RESPONSIBLE FOR READING AND ANALYSING MEDIA ARTICLES AND WILL ALSO UNDERTAKE OTHER TASKS INCLUDING COMPLETING SOME INTRODUCTORY REPORTS.

A MEDIA RESEARCHER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS ENTERTAINMENT, INFORMATION TECHNOLOGY, MULTIMEDIA, MASS COMMUNICATION AND ETC.

In particular the person will:

1. Discuss programme ideas and research needs with producers and directors.
2. Find and check information, using sources such as the internet, libraries and museums.
3. Search media libraries and archives for music, photographs and film footage.
4. Write briefs for presenters, or briefing scriptwriters.
5. Check copyright and arranging permission to use archive material.
6. Find and interviewing programme contributors.
7. Scout for locations.
8. Keep detailed records.
9. Research and write content for websites linked to TV programmes and films..
10. Perform other duties as assign by superior.



LEVEL 4

ADVERTISING AND PROMOTION EXECUTIVE

AN ADVERTISING AND PROMOTION EXECUTIVE IS DESIGNATED TO PLAN, COORDINATE AND IMPLEMENT VARIOUS ADVERTISING, PROMOTION AND MEDIA ACTIVITIES.

AN ADVERTISING AND PROMOTION EXECUTIVE MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS ENTERTAINMENT, INFORMATION TECHNOLOGY, MULTIMEDIA, MASS COMMUNICATION AND ETC.

In particular the person will:

1. Liaise with suppliers and service providers in preparation for any advertising/campaign material.
2. Support the team in managing media events, such as press conferences, road shows, product launches and media interviews.
3. Manage A&P projects from budget submission to deliverables.
4. Handle and implement strategic media relations and corporate communications planning.
5. Manage third party suppliers, eg: PR agency, event company and premium gift supplier.
6. Liaise with the production team on the program production.
7. Facilitate all work related to channel promotion.
8. Follow up work on coverage reports to clients after every project.
9. Monitor A&P expenditure vs budget set.

10. Update the Management on competitors' advertising and promotions activities through consistent monitoring.
11. Develop marketing materials and ensuring that these materials are placed on strategic locations on schedule.
12. Work closely with the appointed advertising agencies and other suppliers on all above and below-the-line advertising programmes, ensuring cost effectiveness at all times.
13. Responsible for planning and implementing effective PR events.
14. Cultivate and sustain good media relations.
15. Perform other duties as assign by superior.



LEVEL 5

ADVERTISING MANAGER

AN ADVERTISING MANAGER IS DESIGNATED TO MANAGE, PLAN AND DIRECT ADVERTISING POLICIES AND PROGRAMS.

AN ADVERTISING MANAGER MAY BE FOUND IN VARIOUS SECTORS OF BUSINESS AND PROFESSIONAL SERVICES SUCH AS ENTERTAINMENT, INFORMATION TECHNOLOGY, MULTIMEDIA, MASS COMMUNICATION AND ETC.

In particular the person will:

1. Plan and direct advertising policies and programs or produce collateral materials, such as posters, contests, coupons, or give-aways, to create extra interest in the purchase of a product or service for a department, an entire organization, or on an account basis.
2. Prepare budgets and submit estimates for program costs as part of campaign plan development.
3. Plan and prepare advertising and promotional material to increase sales of products or services, working with customers, company officials, sales departments and advertising agencies.
4. Perform annual budget development.
5. Inspect layouts and advertising copy and edit scripts, audio and video tapes, and other promotional material for adherence to specifications.
6. Coordinate activities of departments, such as sales, graphic arts, media, finance, and research.

7. Prepare and negotiate advertising and sales contracts.
8. Identify and develop contacts for promotional campaigns and industry programs that meet identified buyer targets such as dealers, distributors, or consumers.
9. Gather and organize information to plan advertising campaigns.
10. Confer with department heads and/or staff to discuss topics such as contracts, selection of advertising media, or product to be advertised.
11. Confer with clients to provide marketing or technical advice.
12. Monitor and analyze sales promotion results to determine cost effectiveness of promotion campaigns.
13. Read trade journals and professional literature to stay informed on trends, innovations, and changes that affect media planning.
14. Perform other duties as assign by superior.

Annex 5

Critical & Non Critical Job Title for
Business and Professional Services Industry

Summary Table of Job Title for Malaysian Business and Professional Services Industry

	JOB AREA		LEVEL								Total
			L1	L2	L3	L4	L5	L6	L7	L8	
1	Call Centre	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	0	0	1	1	0	0	0	2
2	IT Support	Critical	0	1	1	0	0	0	0	0	2
		Non-Critical	0	0	0	4	1	0	0	0	5
3	Banking	Critical	0	3	0	0	0	0	0	0	3
		Non-Critical	0	0	3	3	3	3	3	3	18
4	Finance	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	1	1	1	7
5	Accounting	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	1	1	0	6
6	Auditing	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	1	1	0	6
7	Taxation	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	1	1	0	6
8	It Auditor	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	1	0	0	5
9	General Insurance	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	15	15	7	7	0	0	0	44
10	Life Insurance	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	0	0	0	4
11	Engineering Insurance	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	0	0	0	4
12	Architecture	Critical	1	1	1	0	0	0	0	0	3
		Non-Critical	0	0	0	1	1	1	1	0	4
13	Civil Engineering	Critical	1	1	1	0	0	0	0	0	3
		Non-Critical	0	0	0	1	1	1	1	0	4
14	Mechanical Engineering	Critical	1	1	1	0	0	0	0	0	3
		Non-Critical	0	0	0	1	1	1	0	0	3

	JOB AREA		LEVEL								Total
			L1	L2	L3	L4	L5	L6	L7	L8	
15	Quantity Survey	Critical	0	0	0	1	0	0	0	0	1
		Non-Critical	0	0	0	0	1	1	0	0	2
16	Land Survey	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	0	1	1	1	0	0	0	3
17	Town Planning	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	0	1	1	1	0	0	0	3
18	Real Estate	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	1	1	1	2	2	0	0	0	7
19	Market Research	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	0	0	0	1	1	0	0	2
20	Risk Management	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	0	0	0	0	1	1	1	3
21	Secretarial Company	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	0	0	1	1	1	0	0	3
22	Legal Services	Critical	0	0	0	0	0	0	0	0	0
		Non-Critical	0	1	1	1	1	1	0	0	5
23	Advertising	Critical	0	0	1	0	0	0	0	0	1
		Non-Critical	0	0	0	2	1	0	0	0	3
		Total Critical									16
		Total Non Critical									149
		Total Job Title									165

CRITICAL JOB TITLE IN BUSINESS AND PROFESSIONAL SERVICES INDUSTRY

1) SUB SECTOR/JOB AREA: IT SUPPORT

No.	Job Title	Level
1.	IT Technician	L2
2.	IT Senior Technician	L3

2) SUB SECTOR/JOB AREA: BANKING

No.	Job Title	Level
1.	Clerk – “Consumer Banking”	L2
2.	Clerk – “Corporate Banking”	L2
3.	Clerk – “Investment Banking”	L2

3) SUB SECTOR/JOB AREA: ARCHITECTURE

No.	Job Title	Level
1.	Architectural Draughtsman 1	L1
2.	Architectural Draughtsman 2	L2
3.	Senior Architectural Draughtsman	L3

4) SUB SECTOR/JOB AREA: CIVIL ENGINEERING

No.	Job Title	Level
1.	Civil And Structural Engineering Draughtsman 1	L1
2.	Civil And Structural Engineering Draughtsman 2	L2
3.	Senior Civil And Structural Engineering Draughtsman	L3

5) SUB SECTOR/JOB AREA: MECHANICAL ENGINEERING

No.	Job Title	Level
1.	Mechanical Engineering Draughtsman 1	L1
2.	Mechanical Engineering Draughtsman 2	L2
3.	Senior Mechanical Engineering Draughtsman	L3

6) SUB SECTOR/JOB AREA: QUANTITY SURVEY

No.	Job Title	Level
1.	Assistant Quantity Surveyor	L3

7) SUB SECTOR/JOB AREA: ADVERTISING

No.	Job Title	Level
1.	Graphic Designer	L3

NON-CRITICAL JOB TITLE IN BUSINESS AND PROFESSIONAL SERVICES INDUSTRY

1) SUB SECTOR/JOB AREA: CALL CENTRE

No.	Job Title	Level
1.	Call Center Executive	L4
2.	Call Centre Manager	L5

2) SUB SECTOR/JOB AREA: IT SUPPORT

No.	Job Title	Level
1.	Database Administrator	L4
2.	System Executive	L4
3.	IT Management and Project Executive	L4
4.	Network Executive	L4
5.	IT Manager	L5

3) SUB SECTOR/JOB AREA: BANKING

No.	Job Title	Level
1.	Officer - “Consumer Banking”	L3
2.	Officer - “Corporate Banking”	L3
3.	Officer - “Investment Banking”	L3
4.	Executive - “Consumer Banking”	L4
5.	Executive - “Corporate Banking”	L4

No.	Job Title	Level
6.	Executive - “Investment Banking”	L4
7.	Assistant Manager - “Consumer Banking”	L5
8.	Assistant Manager - “Corporate Banking”	L5
9.	Assistant Manager - “Investment Banking”	L5
10.	Manager - “Consumer Banking”	L6
11.	Manager - “Corporate Banking”	L6
12.	Manager - “Investment Banking”	L6
13.	Senior Manager - “Consumer Banking”	L7
14.	Senior Manager - “Corporate Banking”	L7
15.	Senior Manager - “Investment Banking”	L7
16.	General Manager - “Consumer Banking”	L8
17.	General Manager - “Corporate Banking”	L8
18.	General Manager - “Investment Banking”	L8

4) SUB SECTOR/JOB AREA: FINANCE

No.	Job Title	Level
1.	Finance Clerk	L2
2.	Finance Officer	L3
3.	Finance Executive	L4
4.	Finance Assistant Manager	L5
5.	Finance Manager	L6
6.	Finance Senior Manager	L7
7.	Chief Finance Officer (CFO)	L8

5) SUB SECTOR/JOB AREA: ACCOUNTING

No.	Job Title	Level
1.	Account Clerk	L2
2.	Account Officer	L3
3.	Account Executive	L4
4.	Account Assistant Manager	L5
5.	Account Manager	L6
6.	Accountant	L7

6) SUB SECTOR/JOB AREA: AUDITING

No.	Job Title	Level
1.	Audit Clerk	L2
2.	Audit Officer	L3
3.	Audit Executive	L4
4.	Audit Assistant Manager	L5
5.	Audit Manager	L6
6.	Auditor	L7

7) SUB SECTOR/JOB AREA: TAXATION

No.	Job Title	Level
1.	Tax Clerk	L2
2.	Tax Officer	L3
3.	Tax Executive	L4

No.	Job Title	Level
4.	Tax Assistant Manager	L5
5.	Tax Manager	L6
6.	Tax Auditor Agent	L7

8) SUB SECTOR/JOB AREA: IT AUDITOR

No.	Job Title	Level
1.	Data Processing Audit Clerk	L2
2.	Data Processing Audit Officer	L3
3.	Data Processing Audit Executive	L4
4.	Data Processing Audit Manager	L5
5.	Data Processing Auditor	L6

9) SUB SECTOR/JOB AREA: GENERAL INSURANCE

No.	Job Title	Level
1.	Insurance Clerk– Motor & Casualty	L2
2.	Casualty Underwriting Clerk	L2
3.	Motor Underwriting Clerk	L2
4.	Fire Underwriting Clerk	L2
5.	Miscellaneous Accident Underwriting Clerk - Personal (Personal Accident)	L2
6.	Miscellaneous Accident Underwriting Clerk - Liability (Product Liability Insurance)	L2

No.	Job Title	Level
7.	Miscellaneous Accident Underwriting Clerk - Liability (Public Liability/Comprehensive General Liability (CGL))	L2
8.	Miscellaneous Accident Underwriting Clerk - Liability (Professional Indemnity Insurance)	L2
9.	Miscellaneous Accident Underwriting Clerk - Liability (Directors and Officers Liability Insurance)	L2
10.	Miscellaneous Accident Underwriting Clerk - Personal (Health Insurance)	L2
11.	Miscellaneous Accident Underwriting Clerk General Accident (Workmen's Compensation/Employers' Liability (EL))	L2
12.	Miscellaneous Accident Underwriting Clerk – General Accident (Plate Glass)	L2
13.	Miscellaneous Accident Underwriting Clerk – General Accident (Burglary Insurance)	L2
14.	Miscellaneous Accident Underwriting Clerk – General Accident (All Risks/Personnel Effects)	L2
15.	Marine Underwriting Clerk	L2
16.	Insurance Officer – Motor & Casualty	L3
17.	Casualty Underwriting Officer	L3
18.	Motor Underwriting Officer	L3
19.	Fire Underwriting Officer	L3
20.	Miscellaneous Accident Underwriting Officer - Personal (Personal Accident)	L3
21.	Miscellaneous Accident Underwriting Officer - Liability (Product Liability Insurance)	L3
22.	Miscellaneous Accident Underwriting Officer - Liability (Public Liability/Comprehensive General Liability (CGL))	L3
23.	Miscellaneous Accident Underwriting Officer - Liability (Professional Indemnity Insurance)	L3

No.	Job Title	Level
24.	Miscellaneous Accident Underwriting Officer - Liability (Directors and Officers Liability Insurance)	L3
25.	Miscellaneous Accident Underwriting Officer - Personal (Health Insurance)	L3
26.	Miscellaneous Accident Underwriting Officer – General Accident (Workmen’s Compensation / Employers’ Liability (EL))	L3
27.	Miscellaneous Accident Underwriting Officer – General Accident (Plate Glass)	L3
28.	Miscellaneous Accident Underwriting Officer – General Accident (Burglary Insurance)	L3
29.	Miscellaneous Accident Underwriting Officer – General Accident (All Risks /Personnel Effects)	L3
30.	Marine Underwriting Officer	L3
31.	Insurance Executive – Motor & Casualty	L4
32.	Casualty Underwriting Executive	L4
33.	Underwriting Executive (Motor & Fire)	L4
34.	Miscellaneous Accident Underwriting Executive - Liability	L4
35.	Miscellaneous Accident Underwriting Executive - Personnel	L4
36.	Miscellaneous Accident Underwriting Executive - General Accident	L4
37.	Marine Underwriting Executive	L4
38.	Insurance Assistant Assessor	L4
39.	Miscellaneous Accident Underwriting Manager - Liability	L5
40.	Miscellaneous Accident Underwriting Manager - Personnel	L5
41.	Miscellaneous Accident Underwriting Manager – General Accident	L5
42.	Marine Underwriting Manager	L5
43.	Insurance Assessor	L5

10) SUB SECTOR/JOB AREA: LIFE INSURANCE

No.	Job Title	Level
1.	Insurance Clerk - Life	L2
2.	Insurance Officer - Life	L3
3.	Insurance Executive - Life	L4
4.	Insurance Manager – Life	L5

11) SUB SECTOR/JOB AREA: ENGINEERING INSURANCE

No.	Job Title	Level
1.	Insurance Underwriting Clerk - Engineering	L2
2.	Insurance Underwriting Officer - Engineering	L3
3.	Insurance Executive - Engineering	L4
4.	Insurance Manager - Engineering	L5

12) SUB SECTOR/JOB AREA: ARCHITECTURE

No.	Job Title	Level
1.	Building Draughtsman	L4
2.	Assistant Architect	L5
3.	Architect	L6
4.	Registered Architect	L7

13) SUB SECTOR/JOB AREA: CIVIL ENGINEERING

No.	Job Title	Level
1.	Civil Assistant Engineer	L4
2.	Civil Engineer	L5
3.	Professional Engineer (IR)	L6

14) SUB SECTOR/JOB AREA: MECHANICAL ENGINEERING

No.	Job Title	Level
1.	Mechanical Assistant Engineer	L4
2.	Mechanical Engineer	L5
3.	Professional Mechanical Engineer	L6

15) SUB SECTOR/JOB AREA: QUANTITY SURVEY

No.	Job Title	Level
1.	Quantity Surveyor	L5
2.	Professional Quantity Surveyor	L6

16) SUB SECTOR/JOB AREA: LAND SURVEY

No.	Job Title	Level
1.	Survey Field Assistant (Engineering)	L3
2.	Senior Survey Assistant	L4
3.	Survey Manager	L5

17) SUB SECTOR/JOB AREA: TOWN PLANNING

No.	Job Title	Level
1.	Assistant Town Planner	L4
2.	Town Planner	L5
3.	Senior Town Planner	L6

18) SUB SECTOR/JOB AREA: PROPERTY

No.	Job Title	Level
1.	Real Estate Clerk	L1
2.	Real Estate Senior Clerk	L2
3.	Real Estate Officer	L3
4.	Negotiator	L4
5.	Real Estate Executive	L4
6.	Senior Negotiator	L5
7.	Real Estate Manager	L5

19) SUB SECTOR/JOB AREA: MARKET RESEARCH

No.	Job Title	Level
1.	Market Research Assistant	L5
2.	Market Research Manager	L6

20) SUB SECTOR/JOB AREA: RISK MANAGEMENT

No.	Job Title	Level
1.	Risk Management Manager	L6
2.	Risk Management Assistant General Manager	L7
3.	Risk Management General Manager	L8

21) SUB SECTOR/JOB AREA: SECRETARIAL COMPANY

No.	Job Title	Level
1.	Secretarial Assistant	L4
2.	Assistant Company Secretary	L5
3.	Company Secretary	L6

22) SUB SECTOR/JOB AREA: LEGAL SERVICES

No.	Job Title	Level
1.	Legal Clerk	L2
2.	Legal Senior Clerk	L3
3.	Legal Officer	L4
4.	Legal Assistant	L5
5.	Lawyer (Advocate/Solicitor)	L6

23) SUB SECTOR/JOB AREA: ADVERTISING

No.	Job Title	Level
1.	Advertising and Promotion Executive	L4
2.	Media Researcher	L4
3.	Advertising Manager	L5

