



SALARY REPORT 2014



Shared Services Centres
Business Process Outsourcing

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Introduction



Dear Readers,

I am very pleased to present you with second edition of the Page Personnel Salary Report in Shared Services and Business Processes Outsourcing.

The Report provides information on current salary levels, job descriptions and requirements for the most popular specialist and management positions in the SSC/BPO sector in Poland’s largest cities and main outsourcing centres.

The growing economy creates new career opportunities for professionals. Today, the best experts with highly valued skills find it easy to change jobs, especially in large cities.

A top-notch workforce is the key to success in every enterprise. I hope this study will help you in your efforts to recruit and retain the best employees.

Sincerely yours,

Wojciech Bartz
Manager
Page Personnel

Market overview



The SSC/BPO sector has been growing rapidly in Poland over the last decade, often at a rate of 20 percent annually. As a result, Poland is now Europe's leading country in offshore business services.

Over 120,000 people are currently employed in the Polish SSC/BPO sector by more than 440 outsourcing centres affiliated with foreign capital. By 2017, the number of jobs in this sector may grow by another 100,000, mainly due to the rapidly expanding demand for services on the part of international investment funds and the financial services industry as a whole. The age of the average employee in the SSC/BPO sector in Poland is approximately 29 years old.

Shared service centres in Poland are concentrated in such fields as finance and accounting, IT, HR and customer service as well as R&D. They are usually located in large cities with many thriving academic institutions, training students in finance, accounting, economics, IT and engineering. Kraków, Warsaw and Wrocław are considered the main SSC/BPO hubs, though Łódź, Poznań, the Tri-City and Silesia also aspire to this status. The cities of Szczecin, Lublin, Rzeszów and Bydgoszcz are also drawing increased attention from investors.

What attracts global brands to Poland? The existing SSC/BPO centres with highly qualified staff capable of ensuring a higher quality of service are no doubt a major factor; relatively low labour costs and the growing number of graduates fluent in European languages are also important.

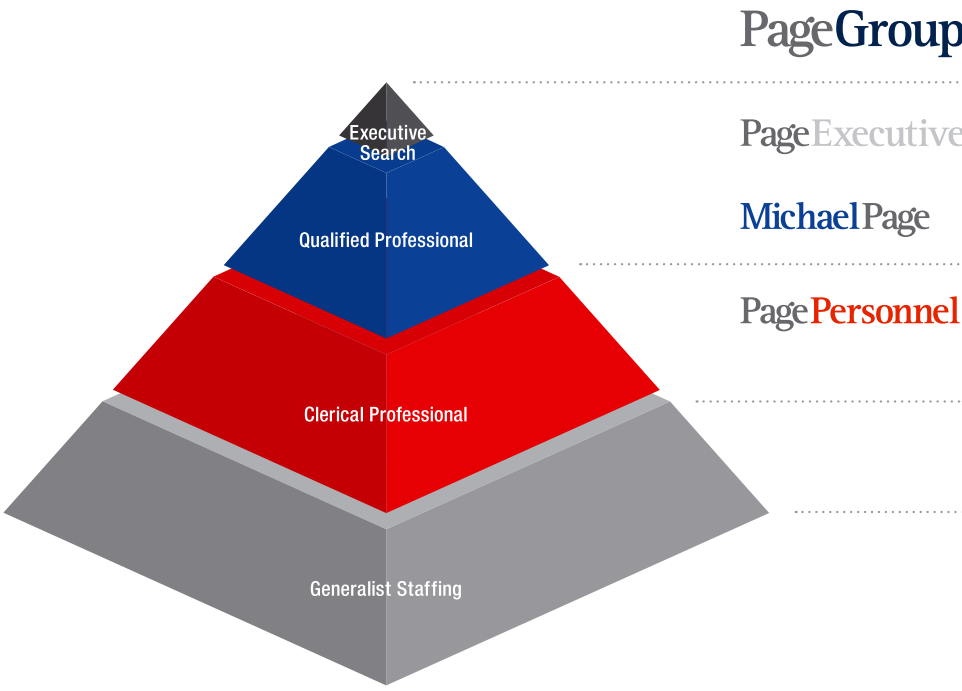
The characteristic feature of today's SSC/BPO sector in Poland is the growing complexity of the supported processes and its evolution towards knowledge-based projects. More and more mission-critical centres are being opened in Poland, providing key services in the EMEA region and, in some cases, even globally.

The source of most of the data presented herein is Association of Business Service Leaders in Poland.

About Page Personnel

Page Personnel is a leading recruitment consultancy specialised recruitment from the level of assistant up to senior specialist and expert. We are a part of the PageGroup, one of the world's largest and most professional recruitment consultancies with 153 offices in 34 countries. The philosophy driving our progress has never wavered - to provide quality services to professionals that are second to none.

Founded in 1994, Page Personnel has faced a strong development of its activities. Today, the brand operates in 20 countries: Argentina, Australia, Belgium, Brazil, China, France, Germany, Italy, Luxembourg, Mexico, Netherlands, Poland, Portugal, Russia, Switzerland, Singapore, Spain, Sweden, the United Kingdom and the United States.



Page Personnel has been present in Poland since 2010 and today is one of the leading recruitment consultancies. We specialise in the recruitment of staff from entry level to senior specialist positions in:

- Administration & Office Support
- Customer Service & Logistics
- Finance & Accounting
- Procurement & Supply Chain
- Sales & Marketing
- Sales Administration
- Shared Services (SSC/BPO)

Methodology and additional information

Sources of information:

The information presented in this survey is taken from 2 main sources:

- Analysis of placements made by Page Personnel and Michael Page in Poland (offers accepted by our candidates)
- Page Personnel and Michael Page database with actual salary levels declared by interviewed candidates working in the SSC/BPO sector.

Structure of the Salary Report:

Our intention was to present not only raw data but also to provide important insight into the market showing typical responsibilities for each type of role, as well as the experience and skills that are expected from the candidates.

This was possible thanks to our dedicated team of consultants working exclusively on SSC/BPO recruitment processes.

Profile descriptions have been expanded by a typical reporting line/structure.

Salaries split:

We have presented a minimum and maximum level of basic salaries in 5 different locations: Warsaw, Krakow, Lodz, Poznan and Wroclaw for each position stated in the Salary Survey.

Please also note that we have differentiated the level of expertise according to years of relevant experience:

- Junior Specialist: 0-2 years
- Specialist: 2-5 years
- Senior Specialist: over 5 years

We would like to thank all our clients who have shared their insights, thoughts and personal experiences with us. This provided a valuable context for the raw data.

Social packages and total employment cost:

Social package	Standard package	Medical health care, basic life insurance
	Package offered by most of the centres	"Benefit System" cards, lunch coupons, co-financing language courses, postgraduate studies or relevant professional courses, discounts (for company's products or services)
	Rarely offered	Dental care, share purchase option, pension fund
Total employment cost	Gross salary (incl. annual bonus) multiplied by approx. 1,2	



Finance & Accounting

FINANCE & ACCOUNTING

Accounts Payable / Procure to Pay

Responsibilities:

- Process and post invoices
- Block / release invoices for payments
- Vendor queries resolution
- Accounts reconciliation
- Reporting

Reports to:

- Accounts Payable Team Leader
- Accounts Payable Manager

Experience:

- Higher education degree (preferably Finance/Accounting/Economy)
- Fluency in English
- Fluency in additional foreign language
- Strong analytical skills
- Excellent communication and interpersonal skills
- ERP literacy is an asset
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Junior Specialist		Specialist		Senior Specialist	
	Min	Max	Min	Max	Min	Max
Warszawa	3 200	4 700	4 500	6 500	6 000	8 000
Kraków	2 800	3 700	3 700	4 700	4 700	6 500
Łódź	2 300	3 200	2 900	4 200	4 000	4 700
Wrocław	2 800	3 500	3 500	4 700	4 700	6 000
Poznań	2 700	3 500	3 500	4 800	4 700	6 000
Annual Bonus	up to 8%					

FINANCE & ACCOUNTING

Accounts Receivable / Order to Cash

Responsibilities:

- Timely cash collection
- Invoice processing, credit control, booking of incoming payments
- Prepare ageing and reporting on overdue invoices
- Contact with clients
- Accounts reconciliation

Reports to:

- Accounts Receivable Team Leader
- Accounts Receivable Manager

Experience:

- Higher education degree (preferably Finance/Accounting/Economy)
- Fluency in English
- Fluency in additional foreign language
- Strong analytical skills
- Excellent communication and interpersonal skills
- ERP literacy is an asset
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Junior Specialist		Specialist		Senior Specialist	
	Min	Max	Min	Max	Min	Max
Warszawa	3 200	4 700	4 500	6 500	6 000	8 000
Kraków	2 800	3 700	3 700	4 700	4 700	6 500
Łódź	2 300	3 200	2 900	4 200	4 000	4 700
Wrocław	2 800	3 500	3 500	4 700	4 700	6 000
Poznań	2 700	3 500	3 500	4 800	4 700	6 000
Annual Bonus	up to 8%					

FINANCE & ACCOUNTING

General Ledger / Record to Report

Responsibilities:

- Post journal entries
- Period End Closing activities: accruals postings, accounts reconciliation, review of Balance Sheet and Profit and Loss accounts
- Support internal and external audits
- Prepare compliance documentation

Reports to:

- GL Team Leader
- Process Manager

Experience:

- Degree in Finance/Accounting/Economy
- Proven knowledge of International Accounting Standards
- Fluency in English
- Fluency in additional foreign language is an asset
- Strong analytical and interpersonal skills
- ERP literacy
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Junior Specialist		Specialist		Senior Specialist	
	Min	Max	Min	Max	Min	Max
Warszawa	4 200	5 900	5 200	7 800	7 000	10 500
Kraków	3 500	4 200	4 200	5 800	5 300	7 100
Łódź	2 600	3 700	3 700	5 300	4 700	6 300
Wrocław	3 500	4 200	4 200	5 800	5 500	7 000
Poznań	3 500	4 200	4 000	5 500	5 000	7 000
Annual Bonus	up to 8%					

FINANCE & ACCOUNTING

Fixed Assets

Responsibilities:

- Handle fixed assets register
- Calculate depreciation
- Reconciliation of fixed assets sub-ledger to general ledger
- Asset retirement and disposal
- Control and report capital expenditures vs. budget
- Support internal and external audit

Reports to:

- Team Leader
- Process Manager
- CAPEX Manager

Experience:

- Degree in Finance/Accounting/Economy
- Proven knowledge of International Accounting Standards
- Fluency in English
- Fluency in additional foreign language is an asset
- Strong analytical and interpersonal skills
- ERP literacy
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	5 000	7 000	6 000	8 000
Kraków	4 200	5 800	5 800	6 800
Łódź	3 700	5 300	4 700	6 300
Wrocław	4 000	5 500	5 500	6 500
Poznań	4 000	5 500	5 500	6 500
Annual Bonus	up to 8%			

FINANCE & ACCOUNTING

Treasury Specialist

Responsibilities:

- Manage daily settlements, confirmations and payments between business entities and banks
- Cash forecasting and variances analysis
- Netting, cash pooling, reconciliations of bank accounts, journal entries
- Reporting
- Key contact for banks

Reports to:

- Head of Treasury Department

Experience:

- Degree in Finance/Banking
- Minimum of 2 years related treasury experience in international company
- Fluency in English
- Fundamental understanding of global cash management principles
- Strong analytical skills
- ERP literacy
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	5 200	7 800	7 000	10 000
Kraków	4 200	6 800	6 300	8 900
Łódź	4 200	5 800	5 800	7 400
Wrocław	4 000	6 500	6 000	8 500
Poznań	4 000	6 000	5 700	7 500
Annual Bonus	up to 8%			

FINANCE & ACCOUNTING

AP/AR Team Leader

Responsibilities:

- Ensure timely and accurate processing of transactions by the team
- Manage reconciliation of accounts process
- Monitor and analyse team performance
- Conduct audit to ensure highest quality of processing in the team
- Identify risks, address and manage escalations
- Implement and improve financial and accounting tools, playing a key role in continuous improvement programme
- Team management (regular meetings, frequent feedbacks, coaching, recognitions, development plan)

Reports to:

- Process Manager
- Head of SSC/BPO
- External Clients

Experience:

- Degree in Finance/Accounting
- Proven experience in AP/AR
- Proven experience in a Team Leader position
- Fluency in English
- Fluency in additional foreign language is an asset
- Excellent communication, presentation and analytical skills
- Leadership skills, ability to motivate team members
- ERP literacy
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	7 000	11 000
Kraków	6 000	9 500
Łódź	6 000	10 500
Wrocław	6 000	9 000
Poznań	6 000	9 000
Annual Bonus	up to 12%	

FINANCE & ACCOUNTING

GL Team Leader

Responsibilities:

- Ensure timely and accurate processing of transactions by the team
- Manage reconciliation of accounts process
- Monitor and analyse team performance
- Conduct audit to ensure highest quality of processing in the team
- Identify risks, address and manage escalations
- Implement and improve financial and accounting tools, playing a key role in continuous improvement programme
- Team management (regular meetings, frequent feedbacks, coaching, recognitions, development plan)

Reports to:

- Process Manager
- Head of SSC/BPO
- External Clients

Experience:

- Degree in Finance/Accounting
- Proven experience in GL
- Proven experience in a Team Leader position
- Fluency in English
- Fluency in additional foreign language is a plus
- Excellent communication, presentation and analytical skills
- Leadership skills, ability to motivate team members
- ERP literacy
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	7 500	13 000
Kraków	6 500	10 500
Łódź	6 000	10 500
Wrocław	6 000	10 500
Poznań	6 000	10 000
Annual Bonus	up to 12%	

FINANCE & ACCOUNTING

Internal Auditor / SOX Compliance

Responsibilities:

- Plan, document and conduct audit assignments
- Evaluate controls, validate documentation, identify gaps and risks
- Perform financial and operational reviews during audit projects
- Perform mapping of processes and assess internal procedures
- Identify profit improvement and cost saving opportunities

Reports to:

- Head of Audit Department
- Head of SSC/BPO

Experience:

- Degree in Finance/Accounting/Audit
- Proven experience in a similar role (Audit, Internal Control)
- Very good knowledge of financial and operational audit matters
- Professional qualifications / certificates will be a plus
- Fluency in English
- Excellent communication, presentation and analytical skills
- Very good knowledge of MS Office package (especially MS Excel)
- Flexibility and willingness to travel

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	6 000	10 000
Kraków	5 500	9 500
Łódź	4 200	8 400
Wrocław	5 500	8 500
Poznań	5 000	9 000
Annual Bonus	up to 8%	

FINANCE & ACCOUNTING

Financial Analyst

Responsibilities:

- Assist in the budgeting process
- Control, analyse and report on variances
- Periodical financial reporting and forecasting
- Development of reporting tools
- Close cooperation with accounting teams

Reports to:

- Team Leader
- Process Manager
- Financial Controller (Client)

Experience:

- Degree in Finance/Accounting
- Fluent English
- Proven experience in Finance / Accounting / Financial Reporting
- Very good knowledge of financial / accounting matters
- Excellent analytical skills
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	5 200	7 800	7 000	9 000
Kraków	4 700	6 300	6 300	8 900
Łódź	3 700	6 300	5 800	7 400
Wrocław	4 500	6 500	6 500	8 500
Poznań	4 500	6 500	6 500	8 200
Annual Bonus	up to 8%			

FINANCE & ACCOUNTING

Consolidation / Reporting Specialist

Responsibilities:

- Consolidate of financial / accounting data and reporting to the stakeholders
- Coordinate and participate in period-end closing activities
- Cooperate with Company's local auditors in the preparation of company financial statements
- Review current accounting requirements and recommend improvements when necessary
- Create and implement new procedures
- New reporting tools development together with IT department / software supplier

Reports to:

- Team Leader
- Process Manager
- Financial Controller (Client)

Experience:

- Degree in Finance/Accounting/Controlling
- Professional experience in Accounting / Financial Reporting
- Practical understanding of local and international accounting standards
- Experience in dealing with local and group reporting
- Fluency in English
- Excellent analytical skills
- Very good practical knowledge of accounting and reporting systems
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	5 000	7 000	6 000	9 000
Kraków	5 300	6 300	6 300	7 900
Łódź	3 700	6 300	5 800	7 400
Wrocław	4 500	6 500	6 000	7 500
Poznań	4 000	6 500	6 000	7 500
Annual Bonus	up to 8%			

FINANCE & ACCOUNTING

Customer Service with Foreign Languages

Responsibilities:

- Provide day-to-day support (phone and email) to the clients within certain areas
- Key contact for issues resolution
- Respond to inquiries and notify customers of claim investigation results
- Build and maintain strong relations with clients/business units

Reports to:

- Customer Service Team Leader

Experience:

- Bachelor's or Master's degree
- Fluency in English
- Fluency in additional foreign language
- Strong communication and interpersonal skills
- Ability to conduct telephone conversations
- Proactive attitude
- Knowledge of ERP system is a plus
- Very good knowledge of MS Office package (especially MS Excel)

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	3 200	4 500	3 700	6 000
Kraków	2 800	3 700	3 500	6 000
Łódź	2 300	3 200	3 200	4 700
Wrocław	3 000	4 000	3 500	6 000
Poznań	2 500	3 700	3 500	6 000
Annual Bonus	up to 8%			



Banking & Financial Services

BANKING & FINANCIAL SERVICES

Fund Accountant

Responsibilities:

- Accurate and timely valuation of assets
- Reconciliation of cash balances, investment positions and market values on a daily and monthly basis
- Prepare income statements
- Cooperate with investment managers and prime brokers to resolve queries and discrepancies
- Prepare periodic client reports

Reports to:

- Fund Accounting Team Leader / Supervisor

Experience:

- Degree in Finance/Banking
- Experience in Fund Accounting area
- Fluency in English
- Strong analytical skills
- Very good knowledge of MS Excel

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	4 000	5 000	5 000	7 000
Kraków	3 400	4 200	4 200	6 000
Wrocław	3 500	4 500	4 500	5 500
Poznań	3 000	4 000	3 500	4 500
Annual Bonus	up to 8%			

BANKING & FINANCIAL SERVICES

Team Leader / Supervisor

Responsibilities:

- Ensure standard policies and procedures are followed by the team
- Calculate and disseminate the net asset value of clients' portfolios
- Review accuracy of cash transactions, benchmarks and financial data
- Prepare periodic client reports
- Monitor and analyse team performance
- Conduct performance evaluations for team members

Reports to:

- Manager

Experience:

- Degree in Finance/Banking
- Minimum 3 years of experience in Fund Accounting area
- Fluency in English
- Excellent communication, presentation and analytical skills
- Leadership skills, ability to motivate team members
- Very good knowledge of MS Excel

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	8 000	10 000
Kraków	5 800	9 500
Wrocław	6 000	8 500
Poznań	6 000	8 800
Annual Bonus	up to 12%	

BANKING & FINANCIAL SERVICES

AML Analyst

Responsibilities:

- Analyse alerts and investigate transactional activities to detect any suspicious operations (money laundering or terrorist financing activities)
- Report unusual client activities
- Perform Know Your Customer (KYC) analysis
- Ensure standard policies are followed by other team members
- Contact with local bank units

Reports to:

- Senior AML Analyst
- Team Leader

Experience:

- Bachelor’s or Master’s degree
- Fluency in English
- Fluency in additional foreign language
- Analytical skills - ability to work on data and perform researches
- IT literacy (MS Office)

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	3 200	4 200	4 000	6 000
Kraków	2 600	3 700	4 200	5 800
Annual Bonus	up to 8%			

BANKING & FINANCIAL SERVICES

Financial Analyst

Responsibilities:

- Prepare periodical reports – Profit & Loss, Balance Sheet
- Participate in budgeting process, forecasting
- Variance calculation and analysis
- Reconciliation of financial data
- Develop reporting tools

Reports to:

- Team Leader
- Process Manager
- Financial Controller (Client)

Experience:

- Degree in Finance/Accounting
- Proven experience in Finance / Accounting / Financial Reporting
- Very good knowledge of financial / accounting matters
- Fluency in English
- Excellent analytical skills
- Very good knowledge of MS Excel

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	5 000	7 500	7 000	8 500
Kraków	4 700	6 300	6 300	7 900
Wrocław	4 500	6 500	6 500	8 000
Poznań	4 000	5 500	5 500	7 000
Annual Bonus	up to 8%			

BANKING & FINANCIAL SERVICES

Product Controller

Responsibilities:

- Calculate and report P&L on various financial instruments on a daily basis
- Provide explanations on pricing details and P&L movements
- Period end closing reconciliations
- Engage in continuous improvement initiatives
- Prepare regular and ad-hoc analyses

Reports to:

- Team Leader

Experience:

- Degree in Finance/Banking
- Experience in Finance / Audit of financial institutions
- Understanding of financial markets
- Fluency in English
- Excellent analytical skills
- Very good knowledge of MS Excel

Monthly gross salary in PLN:

Location	Specialist		Senior Specialist	
	Min	Max	Min	Max
Warszawa	5 000	7 500	7 000	8 500
Kraków	4 700	6 300	6 300	7 900
Wrocław	4 500	6 500	6 500	8 000
Poznań	4 000	5 500	5 500	7 000
Annual Bonus	up to 8%			

BANKING & FINANCIAL SERVICES

Operations / Customer Service Specialist

Responsibilities:

- Provide day-to-day support (phone and email) to the clients (banks and business departments)
- Investigate payments and interpret discrepancies
- Key contact for issues resolution
- Recognise risks and report them to the Team Leader
- Build and maintain strong relations with clients/business units

Reports to:

- Team Leader

Experience:

- Bachelor's or Master's degree
- 1 year of professional experience in service delivery
- Fluency in English
- Fluency in additional foreign language
- Very good organisational and communication skills
- Client orientation

Monthly gross salary in PLN:

Location	Specialist	
	Min	Max
Warszawa	4 000	5 500
Kraków	3 500	4 800
Wrocław	3 500	5 000
Poznań	3 000	4 500
Annual Bonus	up to 8%	



Management

This section contains data delivered by experts from Michael Page, which is also part of the PageGroup.

MANAGEMENT

Head of Shared Services Center

Responsibilities:

- Responsible for SSC management and whole P&L of the unit
- Coordinate continuous process improvements
- Ensure highest quality of services
- Ensure SLAs are met
- Monitor effectiveness of the teams
- Coach and develop mid management structure
- Issue financial statements, budgeting
- Ensure smooth tax and financial controls in cooperation with the external auditor

Reports to:

- Head of Regional/Global Shared Services
- CFO / Group CFO

Experience:

- Master's degree in Finance / Accounting
- Professional qualifications (Chartered Accountants / CIMA / ACCA)
- Minimum 8 years of management experience in finance area
- Experience in process/project/change management
- Fluency in English
- Excellent leadership skills

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	18 000	44 000
Kraków	20 000	45 000
Łódź	16 000	35 000
Wrocław	18 000	40 000
Poznań	17 000	37 000
Annual Bonus	up to 30%	

MANAGEMENT

Migration / Transition Manager

Responsibilities:

- Plan and conduct migration of processes to SSC/BPO organisation
- FTE and process analysis – in order to design the future structure of the teams and their responsibilities in SSC/BPO
- Report on the advancement of the migration process and risks that occur
- Ensure that the documentation of the process is well prepared and confirmed by the local units
- Cooperate with IT, Accounting, Finance and HR departments

Reports to:

- Head of SSC
- Process Director (Operations, Finance – GL/AP/AR, Risk, Compliance)

Experience:

- Master's degree in Finance / Management
- Experience in process/project/change management
- Fluency in English
- Excellent leadership and communication skills
- Proactive attitude in complex issues resolution
- IT systems literacy

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	14 000	32 000
Kraków	14 000	30 000
Łódź	10 000	17 000
Wrocław	14 000	28 000
Poznań	15 000	27 000
Annual Bonus	up to 25%	

MANAGEMENT

GL Process Manager

Responsibilities:

- Responsible for entire GL process in SSC/BPO
- Ensure accurate and timely delivery of financial reports and analysis
- Manage planning and budgeting processes
- Manage service improvements
- Manage relationships between SSC/BPO and key share holders/clients
- Support employees development; provide internal and external trainings; conduct yearly performance assessments etc.
- Cooperate closely with other Process Managers, as well as IT and HR departments
- Implement initiatives leading to cost effectiveness

Reports to:

- Process Director
- Head of SSC

Experience:

- Master's degree in Finance / Accounting
- Experience on a similar position, with strong accounting background and process management skills
- Hands on experience in a related field (GL)
- Fluency in English
- Excellent leadership and communication skills
- Proactive attitude in complex issues resolution
- ERP literacy
- Very good knowledge of MS Excel

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	13 000	25 000
Kraków	12 000	25 000
Łódź	11 000	15 000
Wrocław	12 000	22 000
Poznań	12 000	20 000
Annual Bonus	up to 16%	

MANAGEMENT

AP/AR Process Manager

Responsibilities:

- Responsible for entire AP / AR process in SSC/BPO
- Ensure accurate and timely delivery of financial reports and analysis
- Manage service improvements
- Resolve critical issues and negotiate with the clients
- Support employees development; provide internal and external trainings; conduct yearly performance assessments etc.
- Cooperate closely with other Process Managers, as well as IT and HR departments
- Implement initiatives leading to cost effectiveness

Reports to:

- Process Director
- Head of SSC

Experience:

- Master's degree in Finance / Accounting
- Experience on a similar position, with strong accounting background and process management skills
- Hands on experience in a related field (AP/AR)
- Fluency in English
- Excellent leadership and communication skills
- Proactive attitude in complex issues resolution
- ERP literacy
- Very good knowledge of MS Excel

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	12 000	22 000
Kraków	10 000	21 000
Łódź	10 000	15 000
Wrocław	10 000	20 000
Poznań	9 000	17 000
Annual Bonus	up to 16%	

MANAGEMENT

Quality Manager, Finance Process Improvement
Manager

Responsibilities:

- Constant optimization of processes in BPO/SSC
- Apply the Lean / Six Sigma / other internal methodologies to existing processes to ensure their constant improvement
- Liaise with Process Managers / Directors and Migration Managers to improve operational excellence
- Analyze potential financial and operational risks in existing processes
- Train staff in relevant optimization methodologies
- Manage a team of Lean / Six Sigma Experts

Reports to:

- Head of SSC
- Process Director (Operations, Finance – GL/AP/AR, Risk, Compliance)

Experience:

- Master’s degree in Finance / Management
- Experience in process/project/change management
- Six Sigma Black Belt / Master Black Belt certification as well as ACCA/CIMA qualification preferred
- Fluency in English
- Excellent leadership and communication skills
- Proactive attitude in complex issues resolution
- IT systems literacy

Monthly gross salary in PLN:

Location	Min	Max
Warszawa	14 000	22 000
Kraków	12 000	21 000
Łódź	11 000	17 000
Wrocław	12 000	20 000
Poznań	11 000	19 000
Annual Bonus	up to 25%	

SUMMARY

Finance & Accounting			Warszawa	Kraków	Łódź	Wrocław	Poznań	Annual Bonus
Accounts Payable / Procure to Pay	Junior Specialist	Min	3 200	2 800	2 300	2 800	2 700	up to 8%
		Max	4 700	3 700	3 200	3 500	3 500	
	Specialist	Min	4 500	3 700	2 900	3 500	3 500	
		Max	6 500	4 700	4 200	4 700	4 800	
Accounts Receivable / Order to Cash	Junior Specialist	Min	6 000	4 700	4 000	4 700	4 700	up to 8%
		Max	8 000	6 500	4 700	6 000	6 000	
	Specialist	Min	3 200	2 800	2 300	2 800	2 700	
		Max	4 700	3 700	3 200	3 500	3 500	
General Ledger / Record to Report	Junior Specialist	Min	4 500	3 700	2 900	3 500	3 500	up to 8%
		Max	6 500	4 700	4 200	4 700	4 800	
	Senior Specialist	Min	6 000	4 700	4 000	4 700	4 700	
		Max	8 000	6 500	4 700	6 000	6 000	
Fixed Assets	Junior Specialist	Min	4 200	3 500	2 600	3 500	3 500	up to 8%
		Max	5 900	4 200	3 700	4 200	4 200	
	Specialist	Min	5 200	4 200	3 700	4 200	4 000	
		Max	7 800	5 800	5 300	5 800	5 500	
Treasury Specialist	Junior Specialist	Min	7 000	5 300	4 700	5 500	5 000	up to 8%
		Max	10 500	7 100	6 300	7 000	7 000	
	Senior Specialist	Min	5 000	4 200	3 700	4 000	4 000	
		Max	7 000	5 800	5 300	5 500	5 500	
AP/AR Team Leader	Specialist	Min	6 000	5 800	6 300	6 500	6 500	up to 8%
		Max	8 000	6 800	6 300	6 500	6 500	
	Senior Specialist	Min	5 200	4 200	4 200	4 000	4 000	
		Max	7 800	6 800	5 800	6 500	6 000	
GL Team Leader	Specialist	Min	7 000	6 300	5 800	6 000	5 700	up to 12%
		Max	10 000	8 900	7 400	8 500	7 500	
Internal Auditor / SOX Compliance	Specialist	Min	7 000	6 000	6 000	6 000	6 000	up to 12%
		Max	11 000	9 500	10 500	9 000	9 000	
Financial Analyst	Specialist	Min	7 500	6 500	6 000	6 000	6 000	up to 8%
		Max	13 000	10 500	10 500	10 500	10 000	
Consolidation / Reporting Specialist	Specialist	Min	6 000	5 500	4 200	5 500	5 000	up to 8%
		Max	10 000	9 500	8 400	8 500	9 000	
Customer Service with languages	Specialist	Min	5 200	4 700	3 700	4 500	4 500	up to 8%
		Max	7 800	6 300	6 300	6 500	6 500	
	Senior Specialist	Min	7 000	6 300	5 800	6 500	6 500	
		Max	9 000	8 900	7 400	8 500	8 200	
Customer Service with languages	Specialist	Min	5 000	5 300	3 700	4 500	4 000	up to 8%
		Max	7 000	6 300	6 300	6 500	6 500	
	Senior Specialist	Min	6 000	6 300	5 800	6 000	6 000	
		Max	9 000	7 900	7 400	7 500	7 500	
Customer Service with languages	Junior Specialist	Min	3 200	2 800	2 300	3 000	2 500	up to 8%
		Max	4 500	3 700	3 200	4 000	3 700	
	Specialist	Min	3 700	3 500	3 200	3 500	3 500	
		Max	6 000	6 000	4 700	6 000	6 000	

Monthly gross salaries in PLN

Banking & Financial Services			Warszawa	Kraków	Łódź	Wrocław	Poznań	Annual Bonus
Fund Accountant	Junior Specialist	Min	4 000	3 400	x	3 500	3 000	up to 8%
		Max	5 000	4 200	x	4 500	4 000	
	Specialist	Min	5 000	4 200	x	4 500	3 500	up to 12%
		Max	7 000	6 000	x	5 500	4 500	
Team Leader / Supervisor		Min	8 000	5 800	x	6 000	6 000	
		Max	10 000	9 500	x	8 500	8 800	
AML Analyst	Junior Specialist	Min	3 200	2 600	x	x	x	up to 8%
		Max	4 200	3 700	x	x	x	
	Specialist	Min	4 000	4 200	x	x	x	
		Max	6 000	5 800	x	x	x	
Financial Analyst	Specialist	Min	5 000	4 700	x	4 500	4 000	up to 8%
		Max	7 500	6 300	x	6 500	5 500	
	Senior Specialist	Min	7 000	6 300	x	6 500	5 500	
		Max	8 500	7 900	x	8 000	7 000	
Product Controller	Junior Specialist	Min	4 500	4 200	x	4 500	4 000	up to 8%
		Max	5 500	5 300	x	5 500	5 000	
	Specialist	Min	6 000	6 000	x	6 000	5 500	
		Max	9 500	8 200	x	8 000	7 500	
Operations / Customer Service Specialist	Specialist	Min	4 000	3 500	x	3 500	3 000	up to 8%
		Max	5 500	4 800	x	5 000	4 500	

Management			Warszawa	Kraków	Łódź	Wrocław	Poznań	Annual Bonus
Head of Shared Service Center		Min	18 000	20 000	16 000	18 000	17 000	up tp 30%
		Max	44 000	45 000	35 000	40 000	37 000	
Migration / Transition Manager		Min	14 000	14 000	10 000	14 000	15 000	up to 25%
		Max	32 000	30 000	17 000	28 000	27 000	
GL Process Manager		Min	13 000	12 000	11 000	12 000	12 000	up to 16%
		Max	25 000	25 000	15 000	22 000	20 000	
AP/AR Process Manager		Min	12 000	10 000	10 000	10 000	9 000	up to 16%
		Max	22 000	21 000	15 000	20 000	17 000	
Quality Manager, Finance Process Improvement Manager		Min	14 000	12 000	11 000	12 000	11 000	up to 25%
		Max	22 000	21 000	17 000	20 000	19 000	

Monthly gross salaries in PLN

Page Personnel Poland

IMPRINT
© May 2014

Publisher and editorial office:

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