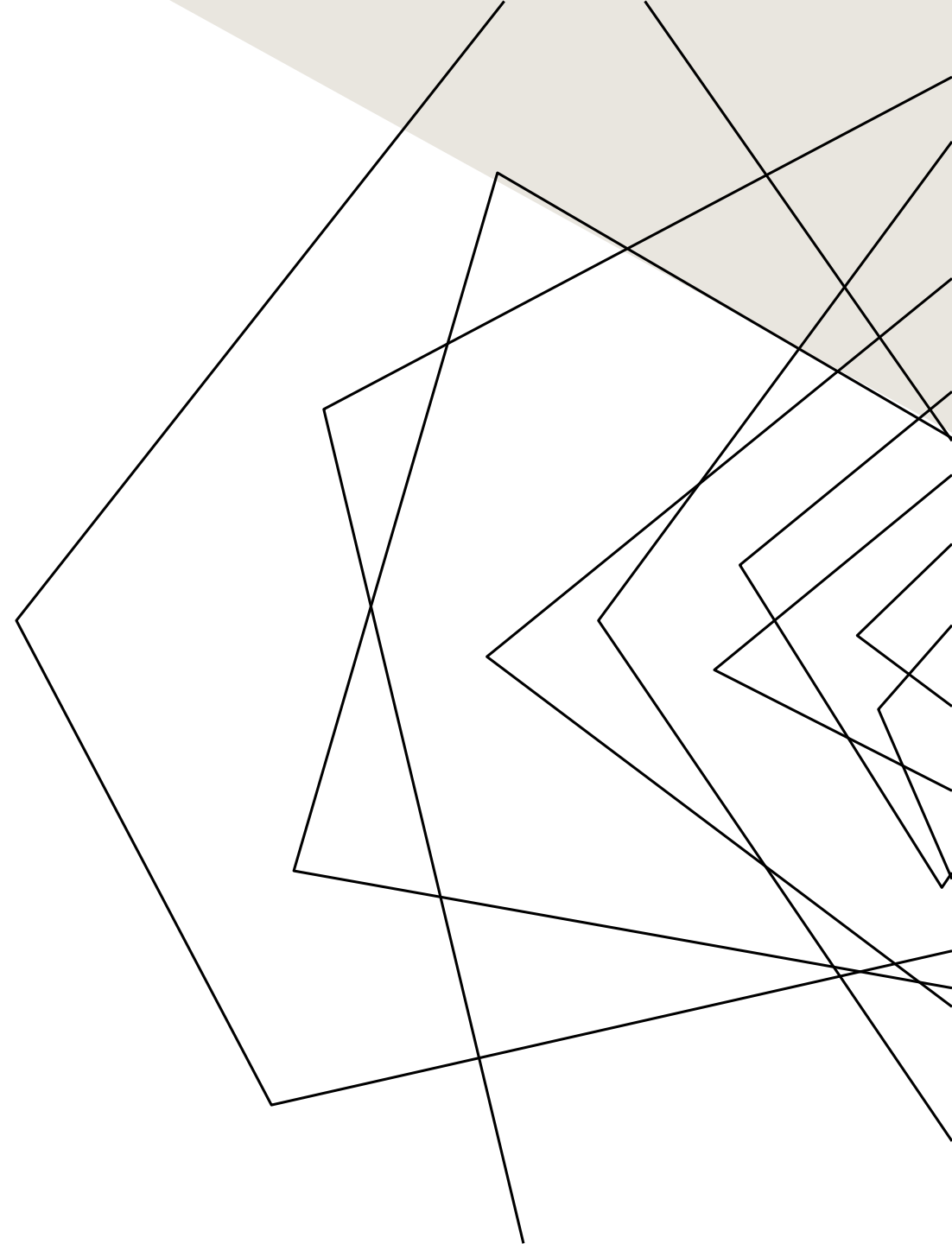




SALARY GUIDE

AGENDA

- PH vs US Monthly Salaries: Functional Roles
- PH vs US Monthly Salaries: Industry-Specific Roles
- Why Hire Filipinos?
- Filipino Worker's Benefits
- Filipino Call Centers Yearly Growth
- Do Global BPOs Consider The Philippines as a Competitor?
- Future Prospect of Call Centers in The Philippines





FUNCTIONAL ROLES

Source: US Bureau of Labor Statistics

ACCOUNTING & FINANCE



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Accountant (CPA)	\$14,240	A\$91,350	£42,520	\$97,800	73%
Accounts Payable/Receivable	\$9,000	A\$74,250	£38,300	\$61,940	77%
Management Accountant	\$14,150	A\$92,430	£42,540	\$71,690	79%
Bookkeeper	\$10,800	A\$71,900	£35,600	\$62,400	83%
Billing Associate	\$9,600	A\$68,900	£32,700	\$56,600	74%
Finance Analyst	\$14,300	A\$103,150	£41,820	\$85,500	76%
Tax Accountant	\$11,800	A\$80,350	£46,980	\$72,800	80%
Payroll Analyst	\$10,200	A\$78,600	£38,920	\$65,350	72%
Payroll Manager	\$15,100	A\$97,650	£51,960	\$88,500	80%
Insurance Specialist	\$9,600	A\$75,700	£38,150	\$61,800	78%

OPERATIONS & SUPPORT



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Executive Assistant	\$14,200	A\$84,950	£45,100	\$72,400	78%
Admin Assistant	\$10,800	A\$77,420	£32,250	\$59,940	78%
Legal Assistant	\$12,500	A\$75,750	£35,540	\$64,400	79%
Operations Manager	\$18,400	A\$129,840	£65,250	\$97,200	77%
Business Analyst	\$13,300	A\$110,550	£59,930	\$98,350	76%
Project Manager	\$13,200	A\$120,400	£57,300	\$106,550	80%
Product Development Manager	\$15,600	A\$135,500	£73,400	\$15,600	79%
Inventory Manager	\$10,015	A\$92,548	£44,365	\$112,646	75%
Supply Chain Analyst	\$13,200	A\$110,230	£42,050	\$86,400	74%
Logistics Specialist	\$10,413	A\$66,258	£51,403	\$90,817	75%

CREATIVE, DESIGN & DEVELOPMENT



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Graphic Designer	\$13,800	A\$81,900	£35,400	\$70,570	81%
Amazon Graphic Designer	\$14,400	A\$87,220	£40,900	\$78,500	80%
UI/UX Designer	\$16,800	A\$125,910	£60,250	\$115,500	79%
Video Editor	\$13,200	A\$82,200	£35,400	\$76,650	80%
Podcast Editor	\$11,900	A\$75,350	£38,250	\$69,600	78%
Creative Director	\$24,150	A\$138,900	£88,900	\$130,300	66%
Art Director	\$22,800	A\$118,270	£65,800	\$100,850	67%
Web Developer	\$18,400	A\$100,830	£61,950	\$116,250	79%
WordPress Developer	\$15,600	A\$95,250	£44,880	\$78,500	82%
QA Tester	\$15,000	A\$102,120	£49,200	\$88,500	81%



MARKETING & ADVERTISING

ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Copywriter	\$10,900	A\$81,850	£41,930	\$72,500	85%
SEO Specialist	\$14,400	A\$88,100	£44,920	\$70,850	81%
Social Media Manager	\$14,430	A\$86,900	£46,850	\$77,400	76%
Paid Media Specialist	\$14,620	A\$94,420	£41,110	\$81,500	75%
PPC Specialist	\$16,350	A\$89,850	£47,100	\$78,400	83%
Influencer Marketing	\$13,100	A\$85,900	£39,100	\$71,300	79%
Sales & Marketing Coordinator	\$13,200	A\$85,400	£40,250	\$74,000	75%
Brand Manager (eComm/Amazon)	\$17,450	A\$98,740	£49,600	\$86,500	80%
Amazon Keyword Researcher	\$11,350	A\$78,820	£40,190	\$69,400	80%
Catalog Specialist	\$11,450	A\$79,900	£40,850	\$68,700	83%

SALES & SUPPORT



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Executive Assistant	\$14,200	A\$84,950	£45,100	\$72,400	77%
Account Executive	\$12,940	A\$85,950	£40,800	\$71,300	80%
Account Manager	\$15,300	A\$86,900	£45,600	\$78,400	81%
Sales Representative	\$12,400	A\$89,530	£45,500	\$81,200	75%
Technical Support Representative	\$16,800	A\$78,000	£27,000	\$69,600	71%
Customer Service Representative	\$10,830	A\$70,500	£38,200	\$64,120	77%
Customer Success Manager	\$14,400	A\$91,800	£49,120	\$83,250	72%
Email Outreach Specialist	\$12,000	A\$78,500	£38,120	\$65,950	77%
Social Media Outreach Specialist	\$12,000	A\$78,500	£38,120	\$65,950	77%
Lead Generation List Enrichment Specialist	\$9,650	A\$69,520	£32,370	\$57,700	75%



INDUSTRY- SPECIFIC ROLES

Source: US Bureau of Labor Statistics

FINANCIAL SERVICES



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Audit Specialist	\$13,250	A\$89,220	£44,500	\$78,480	73%
Business Intelligence Specialist	\$15,130	A\$94,780	£52,730	\$89,400	76%
Compliance Officer	\$13,960	A\$95,430	£53,770	\$84,380	76%
Mergers & Acquisitions Specialist	\$15,800	A\$110,550	£53,200	\$92,000	79%
Credit Control Analyst	\$13,570	A\$91,160	£39,440	\$79,850	74%
Expense Management Specialist	\$12,550	A\$85,620	£40,700	\$73,130	76%
Financial Planner	\$14,720	A\$98,300	£52,460	\$89,750	78%
Virtual CFO (Chief Financial Officer)	\$21,660	A\$163,470	£106,790	\$151,450	82%
Payroll Specialist	\$14,870	A\$93,450	£48,320	\$85,670	77%
Financial Reporting Specialist	\$12,600	A\$80,620	£39,700	\$71,130	79%

INFORMATION TECHNOLOGY



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
IT/Tech Manager	\$21,800	A\$127,300	£48,100	\$114,400	75%
Javascript Developer	\$18,000	A\$117,240	£52,600	\$110,560	78%
Python Developer	\$19,200	A\$142,150	£77,740	\$136,200	82%
Software Engineer (Technology)	\$16,800	A\$106,600	£50,600	\$117,380	79%
System Administrator (Technology)	\$19,200	A\$103,410	£46,800	\$92,740	78%
Cybersecurity Specialist	\$19,400	A\$132,450	£64,300	\$115,600	76%
Back-End Developer	\$18,000	A\$135,800	£69,500	\$150,770	78%
Full Stack Developer	\$18,990	A\$141,750	£68,390	\$128,740	81%
Front-End Developer	\$18,000	A\$135,800	£69,500	\$150,770	78%
Mobile App Developer	\$18,950	A\$129,350	£61,400	\$136,290	79%

LEGAL



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Compliance Specialist	\$14,600	A\$101,670	£59,400	\$90,250	74%
Contract Specialist	\$14,580	A\$115,870	£54,620	\$91,300	77%
Document Reviewer	\$13,690	A\$102,570	£46,200	\$89,410	79%
Executive Assistant (Legal)	\$13,400	A\$91,320	£58,550	\$78,200	77%
Intellectual Property (IP) Specialist	\$14,360	A\$110,640	£52,800	\$88,730	81%
Legal Billing Specialist	\$11,210	A\$79,600	£32,530	\$68,870	76%
Legal Data Analyst	\$13,850	A\$102,500	£43,290	\$84,610	77%
Legal Researcher	\$13,150	A\$77,300	£36,740	\$69,290	77%
Legal Transcriptionist	\$13,150	A\$81,710	£37,310	\$70,250	77%
Legal Writer	\$13,890	A\$99,280	£41,500	\$85,750	78%

HEALTHCARE



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Healthcare Compliance Specialist	\$14,160	A\$101,670	£59,400	\$90,250	72%
Clinical Data Analyst	\$13,650	A\$96,210	£42,640	\$88,320	77%
Medical Billing and Coding Specialist	\$10,940	A\$83,650	£35,200	\$70,140	76%
Medical Call Center Representative	\$11,140	A\$72,460	£38,830	\$65,750	74%
Medical Transcriptionist	\$9,000	A\$62,520	£30,160	\$54,300	75%
Telehealth Nurse	\$13,100	A\$110,350	£54,800	\$86,540	74%
Medical Research Assistant	\$12,310	A\$93,430	£37,550	\$72,400	78%
Medical Data Entry Specialist	\$9,400	A\$77,150	£30,290	\$59,610	76%
Medical Content Writer	\$11,250	A\$83,470	£42,500	\$75,640	77%
Health Info Management Specialist	\$9,980	A\$77,460	£30,610	\$50,250	75%

CONSTRUCTION



ROLES	PHILIPPINES (USD)	AUSTRALIA (AUD)	UK (GBP)	USA (USD)	ESTIMATED SAVINGS
Construction Estimator	\$17,200	A\$118,400	£44,800	\$101,700	75%
Construction Coordinator	\$22,800	A\$128,500	£59,700	\$120,000	75%
Construction Project Manager	\$21,600	\$115,300	A\$130,000	£49,800	74%
Quantity Surveyor	\$17,500	A\$115,300	£49,500	\$97,250	72%
Architect	\$23,500	A\$127,620	£50,600	\$130,400	70%
Sourcing Manager (Construction)	\$20,600	A\$124,000	£57,800	\$117,850	70%
Draftsman	\$20,400	A\$95,780	£42,350	\$94,500	73%
Construction Supervisor	\$20,400	A\$104,500	£42,350	\$97,600	71%
Construction Accountant	\$14,900	A\$121,650	£93,270	\$98,400	74%
Quality Assurance Manager (Construction)	\$19,800	A\$121,650	£51,000	\$110,500	75%

WHY HIRE FILIPINOS?

Population



The Philippines is home to 120 million people, with over 600,000 college graduates added to the workforce each year.

Cost Efficiency



The Philippines' average cost of living is 60-80% less than the US, leading to relatively lower salaries for competitive local talent.

Culture Fit



Filipinos share similar values and cultural norms with the West, including media and pop culture references.

Work Ethic



Filipinos' commitment to excellence leads to high-quality work and a motivated workforce that meets expectations and KPIs.

English Proficiency



Educated Filipinos are fluent in English, the language used for all academic testing in the country. This creates seamless communication with remote talent and fewer misunderstandings.

24/7 Output



Many Filipinos work graveyard shifts for US companies, but most stick to regular PH hours, offering employers flexibility in schedules.

Skilled Labor



The Philippines' booming BPO industry boasts a specialized workforce, including engineering, accounting, and IT. With this, delegating complex projects and scaling your business is possible!

MANDATORY BENEFITS OVERVIEW

13th Month Pay

A mandatory December bonus that is accrued at 1/12th of their base salary for every month they work with your company.

Health Insurance

All contractors must be covered by PhilHealth, providing them access to affordable healthcare services—contributions to PhilHealth increase by 0.5% every year.

Social Security

Candidates must contribute to the Social Security System (SSS), which provides retirement, disability, and bereavement benefits.

Leave Benefits

Contractors are entitled to varying types of leave, including annual, sick, maternity/ paternity, and special holiday leave.

Housing Fund

The HDMF or Pag-ibig offers Filipinos have a national savings program and affordable house financing.

ADDITIONAL BENEFITS

Health Maintenance Organization (HMO)

A mandatory December bonus that is accrued at 1/12th of their base salary for every month they work with your company.

Vacation Leaves

A mandatory December bonus that is accrued at 1/12th of their base salary for every month they work with your company.

Training and Development Programs

Upskilling opportunities can help contractors enhance their skills and knowledge and improve their performance in the workplace.



MARKET OVERVIEW

There are a number of factors that have contributed to the success of Filipino call centers in the global outsourcing industry.

Year	Revenue	Employee	CAGR
2006	\$1.5 Billion	100,000	30%
2010	\$8.9 Billion	525,000	38%
2015	\$18.5 Billion	1,000,000	20%
2020	\$25.5 Billion	1,400,000	10%

THESE FACTORS INCLUDE:

- **Over 90% of Filipinos speak English.** This makes the Philippines an attractive destination for call centers that must provide customer service in English.
- **The cost of labor in the Philippines is significantly lower than in other major outsourcing destinations,** such as India and the United States. This allows BPO companies to save on labor costs while providing high-quality customer service.
- **A highly skilled workforce.** The Philippines has many college graduates who are trained in the IT and business sectors. This makes the Philippines an attractive destination for call centers that need to provide high-value services, such as technical support and customer relationship management.

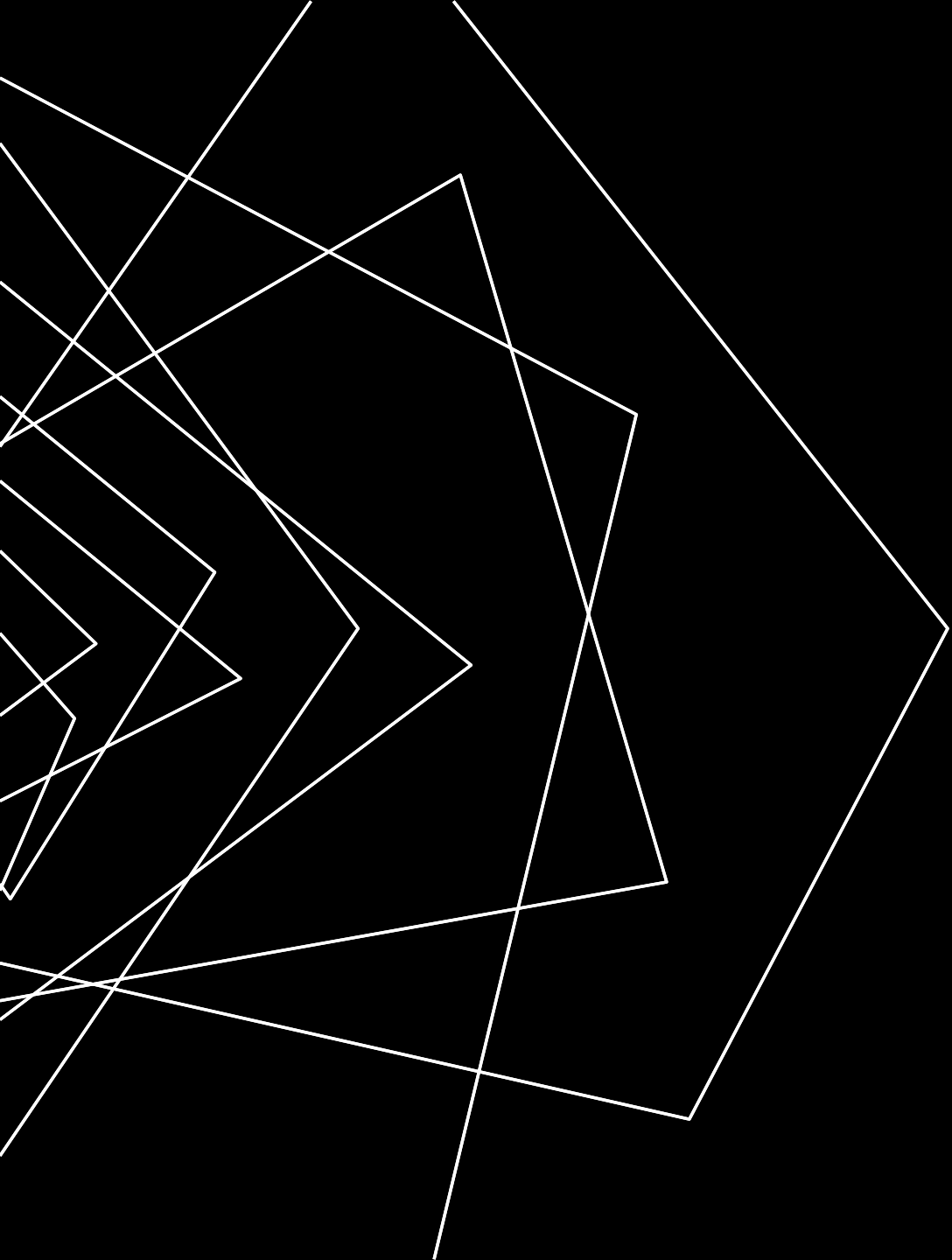
FINANCIALS

Indicator	India	Philippines	Bangladesh	Mexico
Number of Call Center Agents	4.2 Million	3.3 Million	1.5 Million	1.2 Million
Annual Growth Rate	5%	7%	10%	8%
Revenue	\$30 Billion	\$25 Billion	\$10 Billion	\$8 Billion
Market Share	25%	20%	10%	8%
Population	1.4 Million	119 Million	173 Million	130 Million

FUTURE PROSPECT OF CALL CENTERS IN THE PHILIPPINES

The growth of the digitized economy is continually creating new opportunities for the BPO industries around the globe. Call center services in the Philippines are also expected to grow as the industry grows.

The growth is projected to reach \$70 billion in revenue by 2028. The most dominant BPO service, Customer Services, will be powered by Artificial Intelligence. Thus, agents will be able to provide a better customer experience.



THANK YOU

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