

SALARY GUIDE

Languages



2020



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Market Trends

The demand for multilingual professionals in Ireland is growing, especially among the many high-tech companies that have set up HQs in Ireland. These global companies require skilled multilingual professionals to support the demands in a number of international markets.

With language requirements from Albanian to Zulu, bespoke talent strategies are required to help match a candidate's cultural identity and capabilities with each client's individual needs. It is not just the tech sector experiencing a growing demand for language skills: from large multinationals to the education sector, multilingual professionals are proving to be invaluable to employers.

As of April 2016, there were 535,475 non-Irish nationals living in Ireland, creating a large pool of multilingual candidates to satisfy the market's needs. Professionals from across Europe and worldwide are moving to Ireland to advance their English language skills in the only English-speaking country that will remain in the European Union following Brexit. Moreover, many of the multinationals operating here have offices across the globe, creating an opportunity for these professionals to relocate in the future and grow their international experience.

What Jobs are Most in Demand?

- Senior Support Analyst
- Renewal Sales Representative
- Customer Success Support

What Jobs Pay the Most?

Sales professionals with the following language skills and market expertise:

- Germany
- The Netherlands
- Sweden
- Denmark
- France

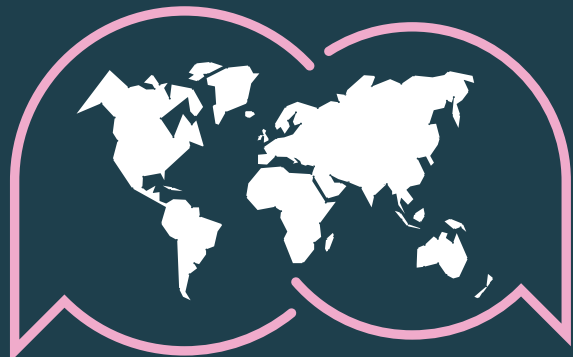
These positions not only offer attractive basic salaries but also enticing commission and bonus structures, which can often double the income of these professionals.

What Languages are Most in Demand?

- German
- Dutch
- Nordic
- MENA (Pashto, Persian, Maghreb)
- APAC languages like Indonesian and Vietnamese
- SSA (Zulu, Afrikaans, Swahili)

Emerging Languages for 2020

The developing tech infrastructure of the MENA and SSA regions has created a subsequent demand for the languages spoken in these areas (Pashto, Persian, Maghreb, Zulu, Afrikaans and Swahili).



PERMANENT	Dublin €K P/A		ROI €K P/A	
	Low	High	Low	High
Call Centres-Customer Service				
Call Centre Operation Manager	60	90	50	80
Customer Service Manager	40	65	40	55
Customer Service Team Leader	30	48	28	40
Customer Service Team Leader & Language	35	45	30	45
Customer Service Agent	22	30	20	28
Customer Service Agent & Language	24	32	20	32
Account Manager	25	35	28	35
Account Manager & Language	30	45	28	36

Languages	Low	High	Low	High
Technical Support 1st level no Language	22	26	21	24
Technical Support 1st level with Language	24	30	24	25
Technical Support 2nd level with Language	30	32	28	30
Call Centre Team Leader no Language	30	45	28	40
Call Centre Team Leader with Language	35	48	34	45
Collection Analyst with Language	32	40	24	30
Customer Service no Language	22	25	22	25
Customer Service with Language	24	32	24	32
Account Manager with Language	30	45	28	36
IT Account/Agent Support with Language	27	30	29	35
Telesales Agent with Language	25	35	24	33
Business Development with Language	30	70	30	60
Technical Editor with Language	36	40	34	38
Order Management with Language	26	35	23	30
Editorial Compliance Specialist with Language	28	35	26	30
Data Entry with Language	26	26	24	26
Quality Analyst with Language	28	32	28	30
Team Manager with Language/Sales Operation	45	75	35	65
Inside Sales with Language	30	70	24	45
Lead Generation with Language	25	32	23	26
Content Analyst with Language	25	32	24	28
Procurement Coordinator	25	35	25	30
Cloud Sales with Language	35	65	34	65
Sales Manager with Language	55	80	50	70
Accounts Receivable with Language	30	40	24	30
Accounts Payable with Language	30	40	24	30
Customer Success Manager with no Language	30	35	28	35
Customer Success Manager with Language	35	45	32	38
Online Media no Language	26	28	24	26
Online Media with Language	28	30	26	28
Technical Engineer with Language	43	52	40	45