

2015-2017 年零售業人才需求清單<sup>1</sup>

序號	人才級別	人才類型	崗位名稱		需求缺口	需求程度 <sup>[註]</sup>	
1	高層及中層人員	管理人才	經理、副經理、助理經理(72)	營運部門經理、副經理或助理經理	Operations Department Managers, Deputy Managers or Assistant Managers	21	---
2				其他部門經理、副經理或助理經理 <sup>2</sup>	Department Managers, Deputy Managers or Assistant Managers (Others)	17	★★★
3				銷售部門經理、副經理或助理經理	Sales Department Managers, Deputy Managers or Assistant Managers	9	★★★
4				財務部門經理、副經理或助理經理	Finance Department Managers, Deputy Managers or Assistant Managers	7	★★
5				市場推廣部門經理、副經理或助理經理	Marketing Department Managers, Deputy Managers or Assistant Managers	6	★

<sup>1</sup> 數據蒐集時段是 2015 年第 2 季；截至 2016 年 2 月底業界對缺口數據持負面-5%之評價。

<sup>2</sup> 其他部門是不包括生產、供應、營運、行政、財務、人事、銷售、宣傳、採購、營業、公關、電腦、維修、市場推廣、產品發展等部門。

6	高層及中層人員	管理人才	經理、副經理、助理經理	採購部門經理、副經理或助理經理	Procurement Department Managers, Deputy Managers or Assistant Managers	4	★
7				行政部門經理、副經理或助理經理	Administration Department Managers, Deputy Managers or Assistant Managers	3	---
8				營業部門經理、副經理或助理經理	Business Department Managers, Deputy Managers or Assistant Managers	2	---
9				供應部門經理、副經理或助理經理	Supply Department Managers, Deputy Managers or Assistant Managers	1	---
10				人事部門經理、副經理或助理經理	Human Resources Department Managers, Deputy Managers or Assistant Managers	1	---
11				宣傳部門經理、副經理或助理經理	Promotion Department Managers, Deputy Managers or Assistant Managers	1	---
12				店長	Shop Managers	70	---
13				維修部門主任或副主任	Maintenance Department Heads or Deputy Heads	18	★★

14	高層及中層人員	管理人員	主任、副主任 (69)	銷售部門主任或副主任	Sales Department Heads or Deputy Heads	17	---
15				客戶服務部門主任或副主任	Customer Service Department Heads or Deputy Heads	16	---
16				會計部門主任或副主任	Accounting Department Heads or Deputy Heads	6	★★
17				宣傳部門主任或副主任	Promotion Department Heads or Deputy Heads	3	★★
18				出納部門主任或副主任	Teller Department Heads or Deputy Heads	3	★★
19				人事部門主任或副主任	Human Resources Department Heads or Deputy Heads	2	---
20				電腦部門主任或副主任	Computer Department Heads or Deputy Heads	2	★★★
21				行政部門主任或副主任	Administration Department Heads or Deputy Heads	1	---
22				財務部門主任或副主任	Finance Department Heads or Deputy Heads	1	---
23				受薪董事，東主，總經理/副總經理，行政總裁	Salaried Directors, Owners, General Managers/Deputy Managers, CEOs	28	★

24	高層及中層人員	專業人才	美容師	Service and Sales Workers - Beauticians	63	---
25			化妝師	Service and Sales Workers - Make-up Artists	12	---
26			會計師	Accountants	5	★★
27			電腦系統分析員	Computer System Analysts	3	★
28			藥劑師	Pharmacists	2	---
29			電腦程序員	Computer Programmers	2	★★
30			中醫生	Registered Chinese Medicine Practitioners	1	---
31			傳統中醫師	Traditional Chinese Medicine Practitioners	1	---
32			中藥店執藥員	Chinese Medicine Dispensers	1	---
33				銷售員 (2077)	售貨員	Service and Sales Workers - Shop Assistants
34	櫥窗陳列員	Service and Sales Workers - Window Display			22	★

35	基層人員	應用人才	理貨員	Service and Sales Workers - Tally Clerks	21	★
36			會計部門文員	Accounting Department Clerks	109	★
37			銷售部門文員	Sales Department Clerks	88	---
38			人事部門文員	Human Resources Department Clerks	45	---
39			宣傳部門文員	Promotion Department Clerks	44	★
40			行政部門文員	Administration Department Clerks	38	---
41			財務部門文員	Finance Department Clerks	33	---
42			電腦部門文員	Computer Department Clerks	1	★
43			出入口部門文員	Import & Export Department Clerks	1	---
44			助理店長	Assistant Shop Managers	111	---
45			辦公室助理	Office Assistants	28	---
46			接待員	Receptionists	22	★★

47	基層人員	應用人才	保安員/護衛員	Security Guards	21	---	
48			秘書	Secretaries	13	---	
49			(15) 行政秘書	Executive Secretaries	2	---	
50			出納	收銀員	Cashiers	10	---
51			(13) 出納員	Tellers	3	---	
52			清潔工人	Cleaners	11	---	
53			營業代表	Sales Representatives	6	---	
54			市場推廣員	Marketing Promoters	6	★	
55			物料/倉庫管理員	Materials/Storekeepers	6	---	
56			電腦操作員	Computer Operators	5	★★★	
57			跟車/送貨工人	Deliverymen	4	★★	
58			買手	Buyers	4	---	

59		司機	Drivers	3	★
60		電腦技術員	Computer Technicians	1	---

- 註：
- 需求程度 < 25%
  - ★ 一級需求 ( 25% ~ 39% )
  - ★★ 二級需求 ( 40% ~ 54% )
  - ★★★ 三級需求 (  $\geq$  55% )