

Item	Description
Name of Position	Executive, Complaint and Compliance
Name of Company	Communications and Multimedia Consumer Forum Malaysia (CFM) Cyberjaya, Selangor
Salary	RM2,900 – RM3,900 per month
Qualifications & Experience	<ul style="list-style-type: none"> <li>• Bachelor’s degree in any fields Technology, Data Analytics, Computer Science or related field</li> <li>• Proficiency in MS Office (Word, Excel, PowerPoint) and Power BI</li> <li>• Strong analytical and problem solving skills, with the capability of analysing data and produce quantitative reasoning, analysis and report</li> <li>• Good communication skills. Ability to write and explain effectively in Malay and English</li> <li>• Proactive and able to work independently</li> <li>• Good organisational skills with attention to details</li> </ul>
Roles & Responsibilities	<p>Core Role</p> <ul style="list-style-type: none"> <li>• Conduct research, prepare report and provide analysis on GCC Compliance and Interpretation for identified issues.</li> <li>• Ensure proper maintenance and availability of GCC Compliance and Interpretation reports, records, files, documents and data.</li> <li>• Provide supporting and supplementary data for periodic and/or Ad Hoc status and analysis reports.</li> <li>• Provide GCC related information to Complaint and Dispute Management team in the resolutions of complaints and/or issues.</li> <li>• Review and provide feedback for effectiveness and efficiency of complaints handling process and propose improvements.</li> <li>• Provide feedback and additional inputs on any advisory and advocacy to Consumers where necessary.</li> <li>• Accurately interpret resolutions or findings by crosschecking with other relevant codes or act.</li> <li>• Prepare comprehensive report and follow-up on the completed output.</li> </ul>

	<p>Support Role</p> <ul style="list-style-type: none"> <li>• Assist Compliance &amp; GCC Interpretation by attending and participating in education, awareness campaigns and PR activities which are organized or supported by CFM</li> <li>• Assist to prepare periodic, ad hoc status and progress reports on all relevant department activities and performance as well as the preparation of departmental budget</li> <li>• Maintain records and files of all documents and communications pertaining to department's activities.</li> <li>• Reporting : Monthly GCC Individual Evaluation report</li> <li>• Providing input for the MCMC Monthly reports.</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>• Telecommunication allowance</li> <li>• Insurance and Medical benefits</li> </ul>

CFM is looking for qualified candidates to fill the role of Complaint and Compliance.

Interested candidates may send their resume to [hr@cfm.my](mailto:hr@cfm.my), with the **Subject: Job Application for Executive, Complaint and Compliance**. We look forward to hearing from you.

Fresh graduates with excellent MS Office skills are encouraged to apply