



Communications and Multimedia Consumer Forum of Malaysia (CFM) is looking for qualified candidates to fill the role of Manager, Complaints and Compliance Management. Interested candidates may send their resume to hr@cfm.my by **Friday, 31 January 2025**, with the **Subject: Job Application for Manager, Complaints and Compliance Management**. We look forward to hearing from you.

POSITION:	MANAGER
DEPARTMENT:	COMPLAINTS AND COMPLIANCE MANAGEMENT DEPARTMENT
REPORTS TO:	EXECUTIVE DIRECTOR

QUALIFICATIONS AND EXPERIENCE	<ul style="list-style-type: none">• Minimum Degree in Business Administration, Management, Social Sciences, Law or equivalent.• 6 to 8 years working experience in related field.
SPECIFIC QUALITIES	<ul style="list-style-type: none">• Knowledge, skills and experience in managing complaints and customer service operations• Experience in conducting complaint mediation and mitigation• Good communications skills, both speaking and writing, in Bahasa Malaysia and English.• Good understanding of the Communications and Multimedia industry and related government policies.• Able to work under pressure.• Able to work independently and in a team.• Experience in managing staff.• Demonstrates honesty and integrity in all situations.

JOB DESCRIPTION
<ol style="list-style-type: none">a. Lead and manage the overall operations of the complaint management and compliance departmentb. Facilitate mitigations sessions between complainant and service providersc. Manage and monitor achievement of the departments and staff's performance in achieving the objectives and target of the department.d. Analyse complaint data and provide recommendations for operational improvementse. Support the development policies in addressing and mitigating issues from complaints received against compliance with consumer codes, instruments, legislation and laws.f. Provide analysis, input and feedback to the relevant department for education and awareness campaigns and programmes to the public.g. Plan the department yearly plans and budget and monitor effective utilization of the budgeth. Ensure the submission and timeliness of periodic and ad hoc reports to Council Members and MCMC

- a. Ensure continuous development of staff through training and experiential learning
- b. Ensure all relevant records, documentation, papers and files of documents and communications pertaining to the department's activities are properly kept and in order.
- c. Attend and participate in education and awareness campaigns by CFM
- d. Engage and network with CFM stakeholders in CFM events.