

CFM is seeking an experienced and results-driven Director to lead and advance the forum in achieving its constitutional and performance objectives. Interested candidates must have a proven track record in managing organizations that provide consumer services and advocacy. Additionally, candidates should possess strong leadership and management skills, as well as the ability to build relationships with the forum's stakeholders.

Please send your resume to hr@cfm.my, with the subject line: "Job Application for Director, CFM." We look forward to hearing from you.

Item	Description
Name of Position	CFM Director
Name of Company	Communications and Multimedia Consumer Forum of Malaysia (CFM) Cyberjaya, Selangor
Type of Position	Contract/Permanent
Qualifications & Experience	<ul style="list-style-type: none"> • Degree in Business Management, Finance, Law, or a related field • At least 8 years of experience in a senior management role within the consumer services industry, telecommunications, broadcasting, or consumer societies • Strong leadership and organizational skills to effectively manage and motivate the team • Experience in program management and a proven ability to drive operational excellence • Proficient in both written and spoken Malay and English • Excellent interpersonal skills, with the ability to engage and interact with individuals at all levels
Core Areas of Responsibility	<ul style="list-style-type: none"> • Collaborate with the CFM Council and stakeholders to oversee the overall operations of CFM in order to achieve its constitutional and performance objectives • Drive and facilitate the development of codes, guidelines, and best practices in the telecommunications and multimedia industries to protect consumer interests • Oversee all aspects of CFM's complaint handling process, including consumer redress and complaint mediation • Direct and ensure the execution of the organization's consumer advocacy and outreach plans, goals, and strategies • Maintain, engage, and enhance relationships with all relevant stakeholders • Plan and approve the development policies, procedures, proposals, and annual business plan requirements. • Optimize resource allocation

	<ul style="list-style-type: none">• Exhibit a high level of integrity and a commitment to transparency in executing the director's role.
Benefits	<ul style="list-style-type: none">• Telecommunication benefit• Medical benefits and allowances