



DEPARTMENT:	COMPLAINTS AND COMPLIANCE MANAGEMENT DEPARTMENT
POSITION:	MANAGER
SUPERVISOR:	DIRECTOR/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, customer service operations and complaint mediation. • Good communications skills, both speaking and writing, in Bahasa Malaysia and English. • Good understanding of C&M industry and government policies. • Experience in developing policies to address consumer issues. • Experience in conducting complaint mediation and mitigation. • Able to work under pressure. • Able to work independently and in a team. • Experience in managing staff. • Demonstrates honesty and integrity in all situations.

1. CORES AREAS OF RESPONSIBILITY:

- a. Plan, develop and implement the overall plan and operational activities relating to complaints management and compliance roles and functions.
- b. Oversee the overall management of complaints received and compliance activities and monitor the departments and staff's performance in achieving the goals, target and objectives in an efficient manner.
- c. Analyse complaint data and provide recommendations to continuously review and improve the operations of complaints management, compliance process and framework, including the complaints portal.
- d. Manage and support the development of policies, procedures, in addressing and mitigating issues from complaints received against compliance with consumer codes, instruments, legislation and laws.
- e. Provide analysis, review, report and input to the relevant department for the planning and execution of all education and awareness campaigns and activities.
- f. Work with Heads of the relevant Working Committee to provide updates, comments, and recommendations.
- g. Oversee all aspects of operations in the department, including budget planning, and utilization monitoring
- h. Ensure the submission and timeliness of production and deliverables of periodic and ad hoc reports on department's functions, achievements, and deliverables.
- i. Monitor Complaints and Dispute Management team budget and facilitate mitigations sessions.

2. SUPPORTING AREAS OF RESPONSIBILITY:

- a. Responsible for the competence staffing of the Complaints and Dispute Management team and for continuous training of personnel so that they are able to effectively address the organizational needs.
- b. Monitor, review and evaluate the performance of the Complaints and Dispute Management team.

3. OTHER AREAS OF RESPONSIBILITY:

- a. To be aware of the CFM's objectives and comply with all relevant policies, procedures and guidelines.
- b. Perform other duties as and when required by the Director or Executive Director
- c. Ensure all relevant records, documentation, papers and files of documents and communications pertaining to the department's activities are properly kept and in systematic order.
- d. Attend and participate in education and awareness campaigns which are organized or supported by CFM.
- e. Stakeholder management and networking for all CFM events.

	ASSIGNED BY:	ACCEPTED BY:
NAME		
SIGNATURE		
DATE		