

Safer above. Safer beyond.



Building safer skies together.

**Senior Executive,
Consumer Affairs
Location: Putrajaya**

Eligible candidates are encouraged to apply for the aforementioned position by submitting the application form, resume, academic qualifications and supporting documents via www.caam.gov.my/resources/announcements/career/. Kindly note that only applications submitted through **CAAM website** will be considered.

Application deadline is on **15th May 2026, at 11:59 p.m.**

*Recruitment is subject to available vacancies, and only shortlisted candidates will be contacted for interviews.

SENIOR EXECUTIVE, CONSUMER AFFAIRS

Job Description

The Senior Executive, Consumer Affairs supports the development, implementation, and continuous enhancement of aviation consumer protection policies and frameworks, including the Malaysian Aviation Consumer Protection Code (MACPC).

The role involves conducting research, data analysis, and policy evaluation to identify systemic issues, emerging risks, and regulatory gaps. The incumbent will contribute to the preparation of regulatory documents, advisory materials, and consumer rights content, while supporting stakeholder consultations and engagement with industry players.

The position also plays a key role in analysing consumer complaint data to generate actionable insights, support evidence-based decision-making, and strengthen CAAM's consumer protection oversight. Continuous monitoring of international best practices is required to ensure CAAM's framework remains effective, transparent, and aligned with global standards.

Job Information

- **Department:** Consumer Affairs
- **Job Position:** Senior Executive
- **Type of Employment:** Permanent

Qualifications for Appointment

Candidates must possess the following criteria:

a) Citizenship

- Malaysian citizen.

b) Academic & Professional Qualifications

- A Bachelor's Degree in Law, Public Policy or a related field from a higher education institution recognized by the Government.
- Minimum of five (5) to eight (8) years of relevant experience in policy research, regulatory affairs, or consumer protection.
- Exposure to the aviation, transport, or public sector regulatory environment will be an added advantage.

c) Skills and Competencies

- Strong research, data analysis, and report-writing skills.
- Excellent written and verbal communication skills, including the preparation of briefs and technical documentation.
- Ability to coordinate and support stakeholder consultations effectively.
- Strong organisational and project support skills, with keen attention to accuracy and deadlines.
- Good understanding of regulatory frameworks and policy development processes
- Effective communication skills, including preparation of briefs and technical documentation
- Strong attention to detail, accuracy, and organisational skills
- Ability to translate data into actionable insights and practical policy support materials.