

Safer above. Safer beyond.



Building safer skies together.

Executive,
QoS & Facilitation
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 **22th May 2026, at 11:59 p.m.**

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

EXECUTIVE, QOS & FACILITATION

Job Description

To support the effective implementation and monitoring of the Airports Quality of Service (QoS) framework by providing operational, administrative, and analytical assistance. The role contributes to compliance monitoring, inspections, and stakeholder coordination, executes data analysis and visualization to generate insights, and prepares accurate reports and Power BI dashboards that strengthen CAAM's regulatory and consumer affairs functions.

Job Information

- **Department:** Aviation Business Licensing
- **Job Position:** 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 Statistics, Economics, Finance, Data Analytics or a related field from a higher education institution recognized by the Government.
- Minimum two (2) years of relevant experience in data analysis or a related field.
- Exposure to data visualization, analytics, or reporting tools such as Microsoft Power BI is an added advantage.

c) Skills and Competencies

- Strong analytical and statistical skills with the ability to compile, analyse, and interpret data.
- Proficiency in Microsoft Power BI for data analysis, dashboard development, and reporting.
- Strong written and verbal communication skills, with the ability to present findings clearly and effectively.

- Skilled in Microsoft Office applications (Word, Excel, PowerPoint, Outlook); proficiency in statistical software such as Stata, R, or IBM SPSS Statistics is an added advantage.
- Ability to work effectively in a team environment and follow instructions.
- High attention to detail with strong accuracy in data handling and compliance reporting.