

Safer above. Safer beyond.



Building safer skies together.

**Manager,
Quality of Service & 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 **16th August 2026, at 11:59 p.m.**

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

MANAGER, QUALITY OF SERVICE & FACILITATION

Job Description

Responsible for leading the development, implementation, and oversight of the Airports Quality of Service (QoS) regulatory framework to ensure passenger experience and airport service standards are aligned with national policies and international best practices. The role is responsible for driving continuous service improvement through compliance monitoring, performance evaluation, data analysis, and the implementation of corrective actions. It also involves engaging with internal and external stakeholders to strengthen service quality, conducting research and benchmarking initiatives, and providing strategic analysis and recommendations to support senior management and Board decision-making, contributing to the long-term competitiveness and reputation of Malaysia's aviation industry.

Job Information

- **Department:** Aviation Business Licensing (Regulatory)
- **Job Position:** Manager
- **Type of Employment:** Permanent

Qualifications for Appointment

Candidates must possess the following criteria:

a) Citizenship

- Malaysian citizen.

b) Academic and Professional Qualifications

- A Bachelor's degree in Business Administration, Finance, Statistics, Economics or a related field from a higher education institution recognized by the Government.
- Minimum five (5) years working experience in a related field.
- Experience in regulatory compliance, policy development, data analytics, or service quality management preferred.

c) Skills and Competencies

- Strong regulatory, policy, and analytical skills with the ability to interpret and apply standards.
- Excellent communication skills (written and verbal) for both technical and non-technical audiences.

- Strong interpersonal and stakeholder management skills, including negotiation and conflict resolution.
- Proficiency in MS Office (Word, Excel, PowerPoint, Outlook).
- Ability to work under pressure and meet deadlines, while maintaining a positive attitude.
- High adaptability, problem-solving capability, and detail orientation.
- Research and benchmarking skills with global perspective.
- Excellent verbal communication and stakeholder management skills.
- Extensive industry experience with the ability to apply professional knowledge and concepts to solve complex problems creatively and effectively.
- Outstanding critical, analytical and strategic thinking skills.
- Strong understanding of safety management operations and procedures.