Safer above. Safer beyond.

CAAM
CIVIL AVIATION AUTHORITY MALAYSIA



Building safer skies together.

Manager,
Consumer Protection
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 **4th December 2026, at 11:59 p.m.**

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

CIVIL AVIATION AUTHORITY MALAYSIA CAA_MALAYSIA

MANAGER, CONSUMER PROTECTION

Job Description

Responsible for leading and managing the Consumer Protection Unit in the development, review and implementation of aviation consumer protection policies, regulatory frameworks and related instruments, including the Malaysian Aviation Consumer Protection Code 2016 (MACPC). The position oversees regulatory research, policy analysis, stakeholder consultation and consumer advocacy initiatives to identify emerging consumer risks and strengthen consumer outcomes. It also provides technical and policy advice to senior management, ensures the quality and timely delivery of the Unit's outputs, and supports the alignment of Malaysia's aviation consumer protection framework with CAAM's regulatory objectives and relevant international practices.

Job Information

- **Department:** Consumer Affairs
- **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 law, Public Policy, Economics, Aviation Management, Business Administration or another relevant field.
- A Master's degree in Public Policy, Regulatory Studies, Aviation Law, Economics or a related field is an advantage.
- Minimum seven (7) years of relevant professional experience, with at least three (3) years in in a supervisory, team-lead or managerial capacity.
- Relevant experience in consumer protection, regulatory policy, aviation regulation, public policy or regulatory affairs.
- Demonstrated experience in developing or reviewing policies, regulatory frameworks, guidelines or consultation documents.

- Experience in stakeholder consultation, policy analysis and preparation of management or regulatory submissions.

c) Skills and Competencies

- Policy and regulatory analysis.
- Regulatory drafting and interpretation.
- Research and quantitative and qualitative data analysis.
- Strategic thinking and sound judgement.
- People and performance management.
- Stakeholder engagement, consultation and negotiation.
- Project and work programme management.
- Report writing, policy-paper preparation and presentation.
- Ability to manage competing priorities and meet regulatory timelines.
- High level of integrity, accuracy and attention to detail.
- Ability to provide clear technical advice to senior management.