

CASE MANAGER (Kuala Lumpur)

RESPONSIBILITIES

- To undertake resolution of complaints, disputes or claims filed by financial consumers against financial service providers.
- To manage disputes filed with OFS and undertake a comprehensive assessment with the view to reach an amicable settlement and/or issue an appropriate recommendation.
- To undertake any special assignments/ad-hoc projects assigned by the Management from time to time.

REQUIREMENTS

- Candidate must possess a degree; preferably with 5 years' experience in insurance and/or banking industry.
- Certification with Malaysian Mediation Centre (MMC) is an added advantage.
- PC literate and proficient in MS Office (words, excel & power point).
- Excellent command of written and spoken English and Bahasa Malaysia.
- Able to work independently and efficiently.
- Confident, dynamic and outcome driven.

REMUNERATION

- Competitive salary and benefits



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To know more about OFS, please visit www.ofs.org.my