

Ombudsman for Financial Services (OFS) is the operator of the Financial Ombudsman Scheme that provides alternative dispute resolution channel for financial consumers (for more information, please refer to www.ofs.org.my).

We are looking for suitably qualified candidates to fill up the following position:-

Case Manager

Position Objective:

Undertake dispute resolution on disputes filed by financial consumers against financial services providers in a fair and impartial manner.

Roles & Responsibilities:

To manage disputes filed with OFS and undertake comprehensive assessment with the view to reach an amicable settlement and/or to issue an appropriate recommendation.

Minimum Job Qualifications

Candidate must possess

- i) a degree (preferably in law); and
- ii) preferably at least 5 years' experience in insurance or banking industry.

Other Requirements

- Certification with Malaysian Mediation Centre (MMC) preferred.
- Computer literacy and proficient in MS Office (Word, Excel, Power Point)
- Strong command of written and spoken English and Bahasa Malaysia
- Good communication skills
- Able to work independently and efficiently
- Strong interpersonal skill and positive team player
- Self- starter and outcome driven
- Able to plan and prioritise in a changing, busy working environment
- Pragmatic problem-solvers who achieve sound and reasonable resolutions
- Good judgement skills with the ability to make evidence-based, accountable, recommendations

Remuneration:

- Salary is negotiable

Interested candidate can submit their resume to;

Email Career@ofs.org.my or to write in

Human Resources Department

Ombudsman for Financial Services

14th Floor, Main Block, Menara Takaful

No 2 Jalan Sultan Sulaiman

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