



OMBUDSMAN FOR FINANCIAL SERVICES  
OMBUDSMAN PERKHIDMATAN KEWANGAN

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

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

## **OMBUDSMAN**

### **Job description**

- To address and adjudicate disputes impartially in alignment with the established Terms of Reference of the Ombudsman For Financial Services.
- To manage a team of Case Managers.

### **Qualification and Competence**

- A degree in Law. Possessing a Diploma in Arbitration or judicial experience would provide an additional edge.
- A comprehensive understanding of financial services and/or capital markets.
- At least five years of experience in conflict management, mediation or related fields.
- An accreditation from the Malaysian Mediation Centre (MMC) would be an added advantage.
- Robust interpersonal, communication, and analytical abilities.
- Proficient management and leadership aptitude.

### **Remuneration**

Salary is negotiable.

### **Benefits**

Group Hospitalisation Scheme

Group Personal Accident

Medical Benefits

Interested candidate can submit their resume  
by **15 December 2023** to:

[Career@ofs.org.my](mailto:Career@ofs.org.my) or

write to

Human Resources Department  
Ombudsman for Financial Services  
14<sup>th</sup> Floor, Main Block, Menara Takaful Malaysia  
No 4 Jalan Sultan Sulaiman  
50000 Kuala Lumpur