

## **JOB DESCRIPTIONS AND REQUIREMENTS.**

### **1) HEAD PROJECT OFFICE**

#### **Responsibilities:**

- Lead in the project planning activities and manage execution of projects according to plan (initiating, planning, implementation, controlling up till Project Closeout)
- Manage relationship with project stakeholders and clients, keeping stakeholders informed of progress and issues in order to manage expectations on all project requirements and deliverables.
- Manage and communicate a clear vision's of project objectives and motivate the project team to achieve them, create a project environment that enables peak performance by team members.
- Analyze risk, establish contingency plans and identify trigger events and responsibilities for initiating action
- Maintain project documentation and updates to relevant knowledge management basis
- Ensure projects are delivered according to project scope, project timeline, with acceptable quality and within agreed budget.

#### **Requirements:**

- Candidates must possess a Degree/Master in Computer Science/Information Technology.
- At least 3 years of project management experience in project implementations using formal project management methodology, techniques and tools.
- Preferably Managers specializing in IT/Computer – Network/System/Database Admin or equivalent.
- Has undergone training and job experience relevant to Project Management.
- PMP certification and/or other industry and project management certifications is an added advantage.
- Skills and experience in using project management tools such as Microsoft Project.
- Demonstrated experience in team building and leading teams
- Demonstrated expertise in creating and maintaining project deliverable such as project charter, project management plan, budget and schedule.
- Demonstrated experience in managing issues, scope and quality while bring projects to successful completion within the cost and time requirement

## **2) CORPORATE SERVICE MANAGER**

### **Responsibilities:**

- Provide administration and HR services for the Company
- Provide support services for Business units and accommodate Legal requirements for Corporate and Business levels.
- Facilities and property management

### **Requirements:**

- Bachelor Degree in Administration/Business/Economics/Accounting
- Minimum 3 years working experience specializing in HR/Admin/Procurement and any related field.
- Dynamic with strong leadership qualities and interpersonal skills
- Excellent organizational, resource management and communication skills
- Highly motivated and result oriented.

## **3) HEAD SALES & MARKETING**

### **Responsibilities:**

- Manage Sales & Marketing Department
- Implement strategies for new product implementation
- Handle customer grievances and complaints

### **Requirements:**

- MBA/Degree in Marketing Department
- Minimum 5 years of working experience in Sales or Marketing preferably in service/travel industry.
- Strong leadership and management skills
- Excellent communication skill and proficient in English
- Progressive, dynamic and independent
- Assertive negotiating abilities, self-motivated and result oriented
- Computer literate
- Salary will commensurate with qualification and experience
- Posses own transport

#### **4) SALES & MARKETING EXECUTIVE**

##### **Responsibilities:**

- Account Management and of our subscribers – travel agencies
- To sell, market and promote our air and non-air products

##### **Requirements:**

- Degree in Marketing
- 1 to 2 years working experience
- Good communication skills
- Strong sense of responsibility and committed
- Must be fluent in English and Bahasa Malaysia
- Must be able to work in team, aggressive and result driven
- Able to communicate well with all level of people
- Able to work independently
- Posses own transport

#### **5) CUSTOMER SUPPORT EXECUTIVE**

##### **Responsibilities:**

- Responsible for the daily running and management of the call centre and ensure that calls are answered and problems solved within the timeline.
- To ensure customers inquire, questions and complaints are answered promptly and in a professional manner.
- To reduce abandon calls within the stipulated standard
- To analyze reported problems and resolve within the SLA
- To co-ordinate pre/past activities for new agents for reservation and ticketing system cutover.
- Provide on-site support during trade fair.

##### **Requirements:**

- Minimum Diploma in any field.
- Posses IATA/UFTAA Foundation Diploma and working experience in airlines/travel agency is an added advantage.
- Good interpersonal skill and able to work independently.
- Excellent communication skill and proficient in English and Bahasa Malaysia