



ECRL Job Openings

No	Position	Location	Job Requirement
PASSENGER & FREIGHT SERVICE			
1	Head, Passenger & Freight Service	Kuantan Port City	<u>Key Responsibilities</u> • Lead and manage overall train operations for both passenger and freight services to ensure safe, reliable, and efficient performance. • Develop operational strategies, timetables, and resource plans to meet service and commercial objectives. • Ensure full compliance with APAD regulations, safety standards, and company operational policies. • Oversee service quality, train punctuality, and customer satisfaction for passenger and freight operations. • Collaborate with Marketing, Engineering, Safety, and IT divisions to optimize service delivery. • Monitor financial performance, cost efficiency, and operational KPIs. • Lead workforce development, crew competency, and operational discipline across stations and terminals. • Integrate safety and service compliance as a non-negotiable component of all railway operations and performance management <u>Qualifications</u> • Bachelor's or Master's Degree in Railway Operations, Transportation, Logistics, or Engineering. • Minimum 10 years of experience in railway or transport operations, with at least 5 years in a senior management role. • Proven leadership in managing large-scale transport or logistics operations. • Strong understanding of rail regulations, safety frameworks, and operational planning. • Excellent communication, decision-making, and analytical skills. • Experience in a start-up or transition-to-operations environment is an advantage.

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2	Manager, Passenger Service	Kuantan Port City	<u>Key Responsibilities</u> • Lead and manage passenger operations including station services, on-board experiences, and train schedules. • Ensure smooth daily coordination between stations, crew, and control centers. • Implement service standards to ensure punctuality, safety, and passenger comfort. • Monitor passenger feedback, incidents, and service reports for continuous improvement. • Coordinate with Safety, Engineering, and Customer Service to ensure operational excellence. • Integrate safety and service compliance into all station and on-board activities. <u>Qualifications</u> • Bachelor's Degree in Transportation, Logistics, or related field. • Minimum 8 years of experience in passenger rail, aviation, or transport operations, with at least 3 years in managerial capacity. • Strong operational planning and people management skills. • Excellent communication and service-oriented mindset. • Experience in a start-up or operational transition environment is an advantage.
3	Manager, Freight Service	Kuantan Port City	<u>Key Responsibilities</u> • Manage daily freight operations including scheduling, loading, and terminal logistics. • Coordinate with freight customers, port operators, and logistics partners to ensure smooth cargo handling. • Monitor freight delivery performance and ensure adherence to safety and operational standards. • Optimize capacity utilization, resource allocation, and cost efficiency. • Ensure compliance with APAD regulations, customs, and logistics procedures. • Integrate safety and service compliance into all freight operations and staff performance.

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			<u>Qualifications</u> • Bachelor's Degree in Logistics, Supply Chain, or Transportation Management. • Minimum 8 years of experience in freight logistics, preferably rail or port operations. • Strong analytical, coordination, and stakeholder management skills. • Experience in a start-up or transition-to-operations environment is an advantage.
4	Senior Executive, Passenger Service	Kuantan Port City	<u>Key Responsibilities</u> • Assist in managing daily passenger operations and station activities. • Monitor train schedules, service delivery, and passenger satisfaction levels. • Prepare operational reports and assist in performance tracking. • Coordinate passenger communications, incident handling, and service recovery actions. • Ensure safety and service standards are implemented at stations and on-board. <u>Qualifications</u> • Bachelor's Degree in Transportation, Business, or related field. • Minimum 5 years of experience in passenger transport operations or service coordination. • Strong customer service and operational reporting skills. • Experience in a start-up or service establishment environment is an advantage.
5	Senior Executive, Freight Service	Kuantan Port City	<u>Key Responsibilities</u> • Support freight operations including cargo scheduling, documentation, and terminal coordination. • Monitor delivery timelines, cargo handling, and performance reports. • Assist in ensuring compliance with logistics and safety requirements. • Coordinate with customers, depots, and control centers for efficient freight movement. • Promote safety and service discipline throughout daily freight operations.

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No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Logistics, Supply Chain, or related field. • Minimum 5 years of experience in freight or logistics operations. • Good knowledge of cargo handling and documentation procedures. • Experience in a start-up or transport environment is an advantage.
6	Senior Executive, Customer Service	Kuantan Port City	<u>Key Responsibilities</u> • Oversee customer service activities at stations and ticketing counters. • Ensure timely handling of passenger inquiries, feedback, and complaints. • Coordinate with station staff and train crew to deliver excellent service quality. • Monitor service performance indicators and assist in training programs. • Embed safety and service compliance in all customer interactions. <u>Qualifications</u> • Bachelor's Degree in Business, Hospitality, or related discipline. • Minimum 5 years of experience in customer service, preferably in railway, airline, or hospitality sectors. • Excellent communication and interpersonal skills. • Experience in start-up or operations transition is an advantage.

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No	Position	Location	Job Requirement
7	Executive, Customer Service	Kuantan Port City	<u>Key Responsibilities</u> • Provide front-line assistance to passengers at stations and ticketing counters. • Respond to inquiries, assist passengers with travel information, and manage ticketing systems. • Support customer engagement and ensure compliance with service procedures. • Ensure passenger safety, comfort, and satisfaction at all times. <u>Qualifications</u> • Diploma or Bachelor's Degree in Business, Hospitality, or related field. • Minimum 2–3 years of customer service experience. • Strong communication, problem-solving, and interpersonal skills. • Customer-oriented and safety-conscious attitude.
8	Manager, Train Crew Management Specialist	Kuantan Port City	<u>Key Responsibilities</u> • Plan and manage crew deployment, scheduling, and competency development. • Ensure adequate staffing for train operations, rest compliance, and roster accuracy. • Monitor crew performance, attendance, and certification records. • Develop training and competency frameworks in collaboration with HR and Operations. • Ensure full compliance with operational safety and service standards. <u>Qualifications</u> • Bachelor's Degree in Transportation, HR, or related field. • Minimum 8 years of experience in manpower scheduling or operations resource management. • Knowledge of rail crew competency and rostering systems preferred. • Experience in start-up or operations planning is an advantage.

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9	Train Crew	Kota Bharu, KotaSAS, ITT Gombak	<u>Key Responsibilities</u> • Operate trains in accordance with schedules and safety procedures. • Conduct pre-trip inspections and ensure train readiness. • Ensure passenger safety, comfort, and communication during journeys. • Comply with all operational and regulatory safety requirements. • Report incidents or irregularities promptly to the control center. <u>Qualifications</u> • Diploma or Certificate in Railway Operations, Transportation, or relevant technical field. • Minimum 2–4 years of experience as a train driver or crew member. • Strong focus on safety, punctuality, and professionalism. • Good communication and teamwork skills.
10	Station Passenger Service Crew	All Freight Stations (except Puncak Alam & Serendah)	<u>Key Responsibilities</u> • Assist passengers at stations with boarding, ticketing, and travel information. • Ensure station cleanliness, safety, and smooth passenger flow. • Respond to emergencies and assist in evacuation procedures when required. • Provide courteous and efficient service to all passengers. <u>Qualifications</u> • Sijil Pelajaran Malaysia (SPM) or equivalent. • Minimum 1–2 years of experience in customer service or station operations. • Pleasant, service-oriented, and physically fit. • Able to work shifts and weekends.

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No	Position	Location	Job Requirement
11	Station Freight Service Crew	All Freight Stations (except Puncak Alam & Serendah)	<u>Key Responsibilities</u> • Assist in loading, unloading, and securing freight cargo. • Coordinate with freight controllers for shipment schedules and documentation. • Inspect freight wagons and ensure safe handling procedures. • Maintain workplace safety and report any operational issues. <u>Qualifications</u> • SPM or Technical Certificate in Logistics, Warehouse, or related field. • Minimum 1–2 years of experience in freight handling or logistics. • Physically fit, safety-conscious, and able to work shifts. • Team-oriented with attention to detail.

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HUMAN RESOURCE			
12	Head, Human Resource	Kuantan Port City	<u>Key Responsibilities</u> • Lead the HR strategy in a transition from construction to a full-scale Operations & Maintenance (O&M) organization. • Act as a strategic business partner to C-suite and Management team, defining and embedding a pioneer operational culture founded on safety and efficiency. • Establish a comprehensive Talent Development and Succession Planning blueprint to secure the long-term talent pipeline. • Ensure expert command of Malaysian Labor Law, Industrial Relations and HR best practices. • Integrate safety compliance and operational excellence as a non-negotiable into all HR policies and processes, including performance management and workforce planning. <u>Qualifications</u> • Bachelor's degree in human resource management or equivalent. • Minimum 10 years in progressive HR roles, with at least 3 years in a similar role. • Proven start-up company experience in building HR structure, policies and culture from the ground up. • Experience in managing and integrating a group of employees from diverse backgrounds and cultures. • Expertise in strategic HR initiatives, talent management, organizational development and change management. • Strong stakeholder management and leadership capability.

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13	Manager, HR Services	Kuantan Port City	<u>Key Responsibilities</u> • Lead and manage the full spectrum of HR operations including payroll administration, benefits, HRIS, and employee data management. • Ensure effective implementation HR policies, procedures, and practices are following Malaysian Labour Law and company standards. • Provide expert advisory support to line managers and employees on HR-related matters including attendance, leave, and disciplinary procedures. • Support manpower planning, recruitment, onboarding, and exit management to ensure smooth employee lifecycle processes. • Drive continuous improvement in HR operational efficiency, digitalization, and service delivery quality. • Collaborate with internal stakeholders from diverse cultural backgrounds to ensure timely and accurate reporting for management decision-making. <u>Qualifications</u> • Bachelor's degree in human resource management, Business Administration, or related discipline. • Minimum 7 years of progressive experience in HR operations or shared services, with at least 3 years in a managerial role. • In-depth knowledge of Employment Act 1955 and other statutory requirements. • Strong interpersonal, analytical, and problem-solving skills. • Hands-on experience in HR systems (HRIS/HRMS) implementation or process automation will be an advantage.

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No	Position	Location	Job Requirement
14	Manager, Organization Development	Kuantan Port City	<u>Key Responsibilities</u> • Develop and implement programs in performance management, talent development, and succession planning aligned with business goals. • Lead initiatives to strengthen organizational culture, employee engagement, and leadership capability across the organization. • Design and deliver competency frameworks, training plans, and learning programs to build workforce readiness for the Operations & Maintenance phase. • Partner with business leaders to identify capability gaps and implement organizational interventions. • Monitor and evaluate the effectiveness of OD and training initiatives, ensuring measurable impact and alignment with strategic priorities. • Support HR transformation and change management efforts, embedding continuous improvement and innovation in people's practices. <u>Qualifications</u> • Bachelor's degree in human resource development, Psychology, Business, or related field. • Minimum 7 years of experience in Organizational Development, Learning & Development, or Talent Management, with at least 3 years in a leadership role. • Solid understanding of performance management systems, competency frameworks, and career pathing. • Experience in organizational design, engagement surveys, or culture transformation projects. • Strong facilitation, communication, and stakeholder management skills.

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15	Senior Executive, Human Resource	Kuantan Port City	<u>Key Responsibilities</u> • Assist in the delivery of HR functions including recruitment, onboarding, employee relations, performance management, and training coordination. • Maintain accurate and confidential employee records in compliance with statutory and company requirements. • Prepare HR reports, letters, and documentation to support management and operational needs. • Support the implementation of HR initiatives, policies, and engagement programs across departments. • Provide administrative and advisory support to ensure smooth HR operations and employee experience. • Coordinate disciplinary or grievance processes in accordance with company policy and the Employment Act 1955. <u>Qualifications</u> • Bachelor's degree in human resource management, Business, or related field. • Minimum 3–5 years of experience as HR Generalist or similar role. • Good knowledge of Malaysian employment laws and HR processes. • Strong communication, organization, and multitasking skills. • Proficiency in Microsoft Office and HR systems (e.g., HRIS, payroll software) preferred.

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ADMINISTRATION			
16	Head, Administration	Kuantan Port City	<u>Key Responsibilities</u> • Lead and oversee all administrative functions including general services, facility management, fleet, procurement, and travel operations. • Develop and implement administrative policies, systems, and standards to support business operations. • Ensure proper maintenance, utilization, and optimization of company facilities, vehicles, and equipment. • Manage department budgets, cost control, and performance against targets. • Oversee vendor management, service contracts, and office safety compliance. • Integrate safety compliance as a non-negotiable component of all administrative operations and performance management. • Drive process improvement and digitalization initiatives for efficient administrative operations. • Provide leadership and direction to the administration team across all offices and project sites. <u>Qualifications</u> • Bachelor's Degree in Business Administration, Management, or equivalent field. • Minimum 10 years of experience in administration or corporate services, with at least 5 years in a managerial capacity. • Proven experience in a start-up environment, establishing administrative structures, systems, and processes from the ground up. • Strong knowledge in facilities, procurement, fleet, and general administration management. • Excellent leadership, problem-solving, and communication skills. • Experience in managing multi-site or project-based organizations is an advantage

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17	Manager, Administrative Support	Kuantan Port City	<u>Key Responsibilities</u> • Manage daily administrative operations including fleet, facilities, procurement, and travel management. • Implement and monitor administrative policies and procedures. • Ensure effective inventory control, asset tracking, and record management. • Plan and monitor maintenance of office premises, vehicles, and equipment. • Control department expenditure within approved budgets and optimize resource utilization. • Lead and supervise the administration team to ensure smooth service delivery. • Coordinate with other departments to resolve operational or logistical matters. • Ensure all administrative activities comply with safety regulations and company policies. <u>Qualifications</u> • Bachelor's Degree in Business Administration or related field. • Minimum 10 years of experience in administration or facility management, with at least 3 years in a similar capacity. • Strong knowledge of fleet, asset, and facility management. • Good leadership, organizational, and interpersonal skills.

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18	Executive Assistant/ Secretary	Kuantan Port City	<u>Key Responsibilities</u> • Provide executive-level administrative support to senior management. • Manage schedules, appointments, meetings, and travel arrangements. • Prepare correspondence, minutes, reports, and confidential documents. • Maintain filing systems and ensure proper document control. • Handle communications with professionalism and discretion. • Ensure work practices comply with confidentiality, governance, and safety standards. <u>Qualifications</u> • Diploma or Bachelor's Degree in Business Administration, Secretarial Studies, or equivalent. • Minimum 5 years of experience as Executive Assistant or Secretary. • Excellent organizational, communication, and time management skills. • High level of discretion and professionalism in handling confidential matters.
19	Senior Executive, Facilities & Procurement	Kuantan Port City	<u>Key Responsibilities</u> • Oversee facility maintenance, repair works, and service contracts. • Coordinate office improvement and space utilization activities. • Manage procurement of office supplies, equipment, and service providers. • Monitor vendor performance and ensure compliance with company policies. • Assist in preparing budgets and expenditure reports for facilities and procurement. • Ensure all procurement and facility activities comply with health, safety, and environmental standards.

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			<u>Qualifications</u> • Bachelor's Degree in Business Administration, Facilities Management, or related field. • Minimum 5–7 years of experience in facilities or procurement management. • Familiar with procurement procedures, vendor sourcing, and maintenance coordination. • Strong negotiation and organizational skills.
20	Senior Executive, Fleet & Travel Management	Kuantan Port City	<u>Key Responsibilities</u> • Manage company fleet operations, including vehicle allocation, scheduling, and maintenance. • Oversee travel arrangements, ticketing, and accommodation bookings for employees. • Monitor fuel, mileage, and maintenance records for cost efficiency. • Ensure compliance with transport policies, safety standards, and licensing regulations. • Prepare regular fleet and travel expenditure reports for management review. • Promote a strong safety culture in all fleet and travel management activities. <u>Qualifications</u> • Bachelor's Degree or Diploma in Business Administration, Transport Management, or equivalent. • Minimum 5 years of experience in fleet or travel coordination. • Knowledge of fleet scheduling systems, vehicle maintenance, and vendor management. • Good communication and problem-solving skills.

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21	Executive, General Admin & Document Control	Kuantan Port City	<u>Key Responsibilities</u> • Manage daily administrative tasks including office supplies, documentation, and correspondence. • Maintain document control systems, ensuring accuracy and traceability. • Assist in preparing reports, purchase requests, and departmental records. • Ensure compliance with document retention and filing standards. • Coordinate with internal departments for administrative needs. • Ensure all administrative and document handling processes meet safety and confidentiality standards. <u>Qualifications</u> • Diploma or Bachelor's Degree in Administration, Records Management, or related field. • Minimum 3–5 years of experience in administration or document control. • Strong attention to detail and document handling discipline. • Proficient in MS Office and document management systems.
22	Executive, Logistics Support	Kuantan Port City	<u>Key Responsibilities</u> • Coordinate logistics operations for meetings, site visits, and company events. • Arrange transportation, equipment delivery, and on-site support. • Maintain inventory of logistics materials and supplies. • Ensure timely and efficient logistics coordination for internal and external activities. • Assist in tracking logistics expenses and documentation. • Adhere to company's health, safety, and security policies during all logistics operations.

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			<u>Qualifications</u> • Diploma or Bachelor's Degree in Logistics, Administration, or related field. • Minimum 3 years of experience in logistics coordination or office support. • Good communication and planning skills. • Able to work independently and under tight deadlines.
23	Driver	Kuantan Port City	<u>Key Responsibilities</u> • Provide transportation services for company personnel and official purposes. • Maintain cleanliness, safety, and proper functioning of assigned vehicles. • Ensure compliance with traffic regulations and company policies. • Perform daily vehicle inspection and report any maintenance issues. • Assist in document delivery and other related errands when required. • Always drive responsibly and ensure the safety of passengers and assets. <u>Qualifications</u> • Possess a valid driving license (Class D or above). • Minimum 3 years of experience as a company driver. • Good driving record with knowledge of local routes and road safety. • Reliable, punctual, and able to maintain confidentiality

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24	Receptionist Cum Admin Assistant	Kuantan Port City	<u>Key Responsibilities</u> • Manage front desk operations including calls, visitors, and correspondence. • Maintain a professional and welcoming reception area. • Assist in meeting coordination and room scheduling. • Support administrative tasks such as filing, stationery control, and courier services. • Provide general assistance to the Admin team as required. • Maintain a safe, tidy, and compliant front-office environment at all times. <u>Qualifications</u> • Diploma or Certificate in Business Administration or equivalent. • Minimum 2 years of experience in front desk or administrative roles. • Good communication, interpersonal, and customer service skills. • Pleasant personality and professional appearance.

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INFORMATION TECHNOLOGY			
25	Manager, Information Technology	Kuantan Port City	<u>Key Responsibilities</u> • Manage and oversee daily IT operations, systems, and network infrastructure. • Ensure systems are secure, reliable, and meet business needs. • Lead IT projects including system upgrades, digitalization, and automation. • Monitor IT service performance, resolve technical issues, and manage vendors. • Implement IT policies, cybersecurity, and data protection measures. • Plan and control IT budgets, resources, and equipment. • Guide and develop IT team members to ensure effective service delivery. <u>Qualifications</u> • Bachelor's degree in IT, Computer Science, or related field. • Minimum 7 years' experience in IT operations or infrastructure management. • Good understanding of IT governance, cybersecurity, and cloud solutions. • Experience in vendor and project management. • Strong leadership, communication, and problem-solving skills.
26	Executive, Information Technology	Kuantan Port City	<u>Key Responsibilities</u> • Provide technical support for hardware, software, and network issues. • Assist in system maintenance, troubleshooting, and user support. • Support IT projects and system improvement initiatives. • Manage user accounts, data backup, and basic cybersecurity checks. • Coordinate with vendors for IT services and equipment maintenance. • Maintain IT inventory and update system records

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			<u>Qualifications</u> • Bachelor's Degree in IT, Computer Science, or related field. • Minimum 3–5 years' experience in IT support or system administration. • Knowledge of networking, system setup, and security practices. • Good problem-solving and communication skills. • Hands-on experience in troubleshooting and user support preferred.
27	IT Technician	Kuantan Port City	<u>Key Responsibilities</u> • Provide first-level support for IT equipment, software, and network issues. • Install, configure, and maintain computers, printers, and network devices. • Perform basic troubleshooting and escalate technical issues when required. • Assist in inventory tracking and equipment setup for new users. • Ensure proper documentation of all maintenance and repair work. <u>Qualifications</u> • Diploma or Certificate in IT, Computer Science, or related field. • Minimum 2 years' experience in IT support or hardware maintenance. • Basic understanding of networking and computer systems. • Good communication and customer service skills. • Proactive and able to work with minimal supervision.

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SECURITY			
28	Head, Security	Kuantan Port City	<u>Key Responsibilities</u> • Lead and oversee all security operations to ensure the protection of people, assets, and facilities. • Develop and implement security strategies, policies, and procedures in compliance with regulatory requirements. • Manage Auxiliary Police operations and ensure discipline and readiness across all security units. • Conduct risk assessments, investigations, and crisis management to mitigate security threats. • Liaise with enforcement agencies, regulators, and internal departments on security matters. • Plan and manage security manpower, resources, and budgets effectively. • Drive training and competency development for all security personnel. <u>Qualifications</u> • Bachelor's Degree in Security Management, Law Enforcement, Criminology, or related field. • Minimum 10 years of experience in security operations, with at least 5 years in a senior managerial role. • Experience in transportation, railway, or infrastructure security preferred. Strong leadership, crisis management, and communication skills. • Familiar with laws, regulations, and industry standards governing security operations. • Experience managing Auxiliary Police operations is an advantage.

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ECRL Job Openings

No	Position	Location	Job Requirement
29	Manager, Security	Kuantan Port City	<u>Key Responsibilities</u> • Assist the Head of Security in managing day-to-day security operations and Auxiliary Police activities. • Implement security plans and ensure compliance with company policies and statutory requirements. • Conduct security inspections, audits, and investigations to identify and address potential risks. • Oversee station and facility security operations to ensure safety of staff, passengers, and assets. • Coordinate with enforcement authorities and internal teams during security incidents or emergencies. • Prepare reports and recommendations for continuous improvement of security operations. • Supervise and guide security officers to maintain high standards of discipline and professionalism. <u>Qualifications</u> • Bachelor's Degree or Diploma in Security Management, Law Enforcement, or related discipline. • Minimum 7 years of working experience in security operations, including 3 years in a supervisory or managerial role. • Knowledge of security procedures, investigations, and emergency response planning. • Experience in managing Auxiliary Police or uniformed security personnel preferred. • Strong communication, problem-solving, and leadership skills.
30	Executive, Security	Kuantan Port City	<u>Key Responsibilities</u> • Support the implementation of daily security operations, patrols, and access control systems. • Assist in monitoring and reporting security incidents, risks, and breaches. • Maintain records of investigations, reports, and security documentation. • Coordinate with enforcement agencies and internal departments on security-related matters. • Assist in training, briefings, and awareness sessions for security staff. • Ensure compliance with all security procedures and company safety standards.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Security Management, Law Enforcement, or related field. • Minimum 3–5 years of experience in security or enforcement operations. • Familiar with security systems, surveillance, and access control management. • Good communication, observation, and reporting skills. • Physically fit, disciplined, and able to work in shifts if required.

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ECRL Job Openings

No	Position	Location	Job Requirement
PASSENGER & FREIGHT MARKETING			
31	Head, Passenger & Freight Marketing	Kuantan Port City	<u>Key Responsibilities</u> • Lead and drive marketing, commercial, and business strategies for both passenger and freight services to achieve revenue and growth objectives. • Develop and implement pricing, branding, and sales strategies aligned with EOSB's commercial goals. • Oversee market research, forecasting, and competitive analysis to identify opportunities and improve service offerings. • Drive marketing campaigns, corporate branding, and promotional programs to enhance brand awareness and customer loyalty. • Manage client relationships, B2B and B2C sales channels, and stakeholder engagements. • Monitor commercial performance, set targets, and recommend strategic improvements. • Integrate safety, compliance, and service excellence in all marketing and business initiatives. • Lead and develop a high-performing marketing team, fostering innovation and collaboration. <u>Qualifications</u> • Bachelor's or Master's Degree in Marketing, Business Administration, or related field. • Minimum 10 years of experience in marketing, commercial strategy, or transport industry, with at least 5 years in a senior management role. • Proven strong understanding of passenger and freight market dynamics, pricing, and customer relationship management. • Excellent analytical, communication, and stakeholder management skills.

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ECRL Job Openings

No	Position	Location	Job Requirement
32	Manager, Passenger Marketing	Kuantan Port City	<u>Key Responsibilities</u> • Develop and execute marketing plans to increase passenger ridership and service visibility. • Coordinate promotional campaigns, advertising, and digital marketing initiatives. • Analyze passenger demand, pricing, and customer feedback to improve service offerings. • Support ticketing strategies, sales performance tracking, and promotional activities. • Work closely with Corporate Communications and Operations teams to ensure consistent brand messaging. • Embed safety and service compliance in all passenger marketing initiatives. <u>Qualifications</u> • Bachelor's Degree in Marketing, Business Administration, or related field. • Minimum 7 years of experience in passenger marketing, transportation, or service industry. • Strong analytical, communication, and campaign management skills. • Experience in digital or service marketing preferred. • Experience in a start-up or operational readiness environment is an advantage.
33	Senior Executive, Marketing, Passenger Ticketing & Sales	Kuantan Port City	<u>Key Responsibilities</u> • Support marketing and ticketing operations to enhance passenger experience and sales growth. • Coordinate ticketing promotions, loyalty programs, and partnership campaigns. • Monitor sales performance, customer data, and ticketing reports. • Assist in implementing digital platforms and CRM systems for ticketing and passenger management. • Ensure compliance with ticketing, safety, and customer service standards in all activities.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Marketing, Business, or related field. • Minimum 4–6 years of experience in ticketing, marketing, or transport sales operations. • Good understanding of ticketing systems, customer engagement, and marketing tools. • Experience in start-up or system implementation environment is an advantage.
34	Executive, Passenger Ticketing & Sales	Kuantan Port City	<u>Key Responsibilities</u> • Handle day-to-day ticketing operations, including reservations, payment, and customer inquiries. • Assist in ticket issuance, refunds, and passenger travel support. • Provide front-line service to ensure smooth ticketing transactions and excellent customer experience. • Ensure adherence to company policies, service standards, and safety compliance. <u>Qualifications</u> • Bachelor's Degree in Marketing, Business, or related field. • Minimum 2–3 years of experience in ticketing, front-office, or customer service. • Proficient in computer-based ticketing or reservation systems. • Pleasant personality, good communication skills, and attention to detail.

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ECRL Job Openings

No	Position	Location	Job Requirement
CORPORATE PLANNING			
35	Manager, Corporate Planning	Kuantan Port City	<u>Key Responsibilities</u> • Lead the Corporate Planning function to develop strategic, business, and financial plans aligned with EOSB's vision and long-term goals. • Formulate strategies to support passenger and freight business growth and operational excellence. • Oversee performance management frameworks, KPIs, and reporting to support evidence-based decisions. • Provide strategic insights on market trends, competitor benchmarking, and industry analysis. • Drive cross-departmental alignment in corporate strategy, budgeting, and business transformation initiatives. • Advise the CEO and management team on investment priorities, resource allocation, and risk management. • Integrate safety and regulatory compliance as key components in strategic and operational planning. • Promote a culture of accountability, collaboration, and continuous improvement. <u>Qualifications</u> • Bachelor's or Master's Degree in Business Administration, Finance, Economics, or related field. • 5–8 years of experience in corporate planning, strategic management, or business analysis, with at least 3 years in a leadership role. • Strong background in financial modelling, performance monitoring, and corporate strategy. • Experience in transportation, logistics, or railway industry preferred. • Excellent analytical, presentation, and stakeholder management skills. • Experience in a start-up environment is an advantage.

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ECRL Job Openings

No	Position	Location	Job Requirement
36	Senior Executive, Corporate Planning	Kuantan Port City	<u>Key Responsibilities</u> • Assist in developing corporate and departmental business plans aligned with EOSB's objectives. • Conduct market intelligence and data analysis to identify industry trends and business opportunities. • Monitor organizational performance against KPIs and prepare analytical reports for management. • Support business case development, budgeting, and investment proposals. • Coordinate strategic planning meetings, documentation, and cross-departmental collaboration. • Integrate safety, sustainability, and compliance considerations in all planning initiatives. <u>Qualifications</u> • Bachelor's Degree in Business Administration, Finance, Economics, or related field. • Minimum 5–7 years of experience in corporate planning, business analysis, or strategy development. • Strong analytical, financial, and problem-solving skills. • Proficiency in Microsoft Excel, PowerPoint, and reporting tools. • Experience in a start-up or project-based environment is an advantage.
37	Executive, Corporate Planning	Kuantan Port City	<u>Key Responsibilities</u> • Support the preparation of business plans, performance reports, and planning documentation. • Collect and analyze data on business performance, market trends, and operational results. • Assist in compiling management reports and KPI dashboards. • Coordinate planning activities and ensure timely submission of required data. • Ensure safety and compliance awareness is embedded in all departmental planning activities.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Business, Finance, Economics, or related discipline. • Minimum 2–4 years of experience in business or data analysis, planning, or reporting. • Strong analytical, organizational, and presentation skills. • Proficient in Microsoft Office and data visualization tools. • Team player with good communication and attention to detail.

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ECRL Job Openings

No	Position	Location	Job Requirement
CORPORATE COMMUNICATIONS			
38	Head, Corporate Communications	Kuantan Port City	<u>Key Responsibilities</u> • Lead the Corporate Communications Department in developing and executing branding, media, marketing, and public relations strategies. • Develop and implement communication plans that strengthen the organization's image and reputation. • Oversee media relations, digital communications, internal communications, and corporate events to ensure consistent brand messaging. • Provide guidance and strategic advice to management on communication and stakeholder engagement. • Manage corporate branding, advertising, and social media initiatives to enhance public awareness and visibility. • Oversee crisis communication and ensure timely, transparent, and effective responses. • Monitor and evaluate communication performance and media coverage to measure effectiveness. • Integrate safety and compliance awareness into all corporate communications initiatives. <u>Qualifications</u> • Bachelor's Degree in Mass Communication, Public Relations, Marketing, or related field. • Minimum 10 years of experience in strategic or corporate communications, including 5 years in a leadership role. • Proven experience in brand management, public relations, and media engagement. • Strong communication and writing skills in both English and Bahasa Malaysia. • Experience working in GLC/GLIC or large-scale infrastructure projects preferred. • Hands-on experience in a start-up or transformation environment is an advantage.

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ECRL Job Openings

No	Position	Location	Job Requirement
39	Deputy Head, Corporate Communications	Kuantan Port City	<u>Key Responsibilities</u> • Assist the Head in leading the Corporate Communications Department and ensuring effective implementation of all communication strategies. • Oversee daily operations covering brand, media, PR, digital content, and events. • Coordinate internal and external communications to maintain consistent messaging and corporate image. • Support the development of media and stakeholder relations to enhance brand reputation. • Monitor the effectiveness of digital campaigns, promotions, and media engagement. • Lead departmental reporting, performance tracking, and resource coordination. <u>Qualifications</u> • Bachelor's Degree in Mass Communication, Public Relations, or related field. • Minimum 7 years of experience in corporate communications or media relations. • Strong leadership, project management, and content development skills. • Experience in both traditional and digital media platforms. • Excellent command of English and Bahasa Malaysia.
40	Senior Executive, Brand Marketing & Promotion	Kuantan Port City	<u>Key Responsibilities</u> • Plan and execute brand marketing campaigns to strengthen organizational identity. • Coordinate advertising, sponsorship, and promotional activities to enhance visibility. • Develop creative materials and content aligned with brand guidelines. • Support digital marketing, website, and social media initiatives. • Monitor marketing performance and report key metrics to management.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Marketing, Communications, or related discipline. • Minimum 5 years of experience in brand marketing or advertising. • Good understanding of digital marketing tools and content creation. • Creative thinker with strong project coordination skills.
41	Executive, Brand Marketing & Promotion	Kuantan Port City	<u>Key Responsibilities</u> • Assist in the execution of marketing and branding initiatives. • Support preparation of promotional materials, advertisements, and social media content. • Assist in coordinating marketing events and sponsorship activities. • Monitor branding materials to ensure adherence to corporate identity standards. <u>Qualifications</u> • Diploma or Bachelor's Degree in Marketing, Communications, or related field. • Minimum 2–3 years of experience in marketing, promotions, or digital media. • Strong attention to detail and creativity. • Good communication and teamwork skills.
42	Senior Executive, Media Communication & Liaison	Kuantan Port City	<u>Key Responsibilities</u> • Develop and manage media relations to ensure positive coverage and public perception. • Draft press releases, speeches, and media statements for publication. • Coordinate media interviews, briefings, and press conferences. • Monitor media coverage and prepare regular communication reports. • Assist in managing crisis communications and stakeholder queries.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Mass Communication, Journalism, or related field. • Minimum 5 years of experience in media liaison, journalism, or corporate communication. • Excellent writing and editing skills in English and Bahasa Malaysia. • Strong network with media representatives and government agencies.
43	Executive, Media Communication & Liaison	Kuantan Port City	<u>Key Responsibilities</u> • Assist in preparing press releases, articles, and internal announcements. • Coordinate media requests, interviews, and publication schedules. • Support media monitoring and maintain updated media contact lists. • Assist in handling media queries and organizing press-related events. <u>Qualifications</u> • Bachelor's Degree in Mass Communication, Journalism, or related field. • Minimum 3 years of experience in media or public communication. • Good writing, editing, and interpersonal skills. • Proficient in Microsoft Office and social media platforms.
44	Senior Executive, Public Relations & Event	Kuantan Port City	<u>Key Responsibilities</u> • Plan and manage corporate events, launches, and community programs. • Coordinate public relations initiatives to enhance stakeholder engagement. • Prepare communication materials such as speeches, announcements, and newsletters. • Oversee CSR programs and maintain positive community relations. • Work closely with vendors, agencies, and internal teams to ensure successful execution.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Public Relations, Mass Communication, or Event Management. • Minimum 5–7 years of experience in PR, event planning, or stakeholder relations. • Strong coordination and negotiation skills. • Excellent communication and presentation abilities.
45	Executive, Public Relations & Event	Kuantan Port City	<u>Key Responsibilities</u> • Assist in organizing company events, campaigns, and CSR programs. • Prepare and distribute press materials, invitations, and follow-ups. • Support public engagement and community outreach activities. • Maintain event documentation, vendor records, and post-event reports. <u>Qualifications</u> • Diploma or Bachelor's Degree in Public Relations, Communication, or Event Management. • Minimum 2–3 years of experience in event coordination or public relations. • Strong organizational and interpersonal skills. • Able to multitask and work effectively under pressure.

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ECRL Job Openings

No	Position	Location	Job Requirement
REGULATORY & STAKEHOLDER MANAGEMENT			
46	Head, Regulatory & Stakeholder Management	Kuantan Port City	<u>Key Responsibilities</u> • Lead all regulatory compliance and stakeholder management functions for EOSB's railway operations. • Ensure full compliance with the Land Public Transport Act 2010 and all other regulatory requirements. • Serve as the main liaison with government agencies, ministries, and regulators (e.g., APAD, MOT, MOF, DOE). • Drive engagement strategies to strengthen relationships with federal and state authorities, port operators, and other stakeholders. • Provide strategic advice to management and the Board on regulatory risks, approvals, and industry policies. • Coordinate with the asset owner and authorities on licensing, submissions, and project alignment. • Lead and develop the regulatory and stakeholder management team to achieve organizational objectives. <u>Qualifications</u> • Bachelor's Degree in Economics, Law, Engineering, Safety, or related field (Master's preferred). • Minimum 10 years of experience in public transport or railway sector, including at least 5 years in a managerial or leadership role. • Strong understanding of Malaysian public transport laws, regulations, and licensing requirements. • Proven experience in government liaison, stakeholder relations, and regulatory compliance. • Excellent communication, negotiation, and leadership skills.

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ECRL Job Openings

No	Position	Location	Job Requirement
47	Manager, Regulatory & Stakeholder Management	Kuantan Port City	<u>Key Responsibilities</u> • Support the Head in managing regulatory compliance and stakeholder relations for railway operations. • Prepare and submit reports, licenses, and approvals required by regulatory bodies (e.g., APAD, MOT, MOF). • Monitor compliance with the Land Public Transport Act 2010 and other statutory requirements. • Build and maintain working relationships with ministries, agencies, and local authorities. • Assist in developing policies, procedures, and documentation related to regulatory standards. • Coordinate stakeholder meetings, correspondence, and issue resolution efforts. • Provide updates to management on regulatory changes affecting operations. <u>Qualifications</u> • Bachelor's Degree in Law, Economics, Engineering, or related field. • Minimum 7 years of relevant experience in public transport or infrastructure industry. • Good knowledge of regulatory frameworks and government processes. • Experience in stakeholder engagement and preparation of regulatory submissions. • Strong coordination, writing, and presentation skills.
48	Executive, Regulatory & Stakeholder Management	Kuantan Port City	<u>Key Responsibilities</u> • Assist in preparing regulatory documents, license applications, and official correspondence. • Maintain records and databases of regulatory submissions, permits, and stakeholder communications. • Support coordination with government agencies and other stakeholders. • Assist in tracking regulatory timelines, deadlines, and compliance actions. • Prepare meeting minutes, briefing papers, and follow-up reports. • Provide administrative and coordination support for stakeholder engagement activities.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Bachelor's Degree in Public Administration, Law, or related discipline. • Minimum 3–5 years' experience in government liaison, regulatory compliance, or public sector coordination. • Familiarity with Malaysian public transport regulations is an advantage. • Good communication and writing skills, with attention to detail. • Proficient in Microsoft Office and document management systems.

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ECRL Job Openings

No	Position	Location	Job Requirement
HEALTH, SAFETY & ENVIRONMENT			
49	Head, Health, Safety & Environment	Kuantan Port City	<u>Key Responsibilities</u> • Lead and manage the company's overall Health, Safety & Environment (HSE) strategy, ensuring compliance with all legal, regulatory, and operational requirements. • Establish and implement an integrated HSE Management System (HSEMS) in accordance with ISO 45001 and ISO 14001 standards. • Develop and enforce safety and environmental policies, procedures, and guidelines for all operational areas. • Ensure expert command of the Occupational Safety and Health Act 1994, Environmental Quality Act 1974, and related regulations. • Monitor safety and environmental performance, including audits, risk assessments, inspections, and corrective actions. • Drive continuous improvement and promote a proactive safety culture across all business units and project sites. • Liaise with government agencies such as DOSH, DOE, and local authorities to ensure all statutory obligations are met. • Provide leadership, training, and coaching to the HSE team to build operational readiness for railway operations. <u>Qualifications</u> • Bachelor's Degree in Occupational Safety & Health, Environmental Science, Engineering, or related field. • Minimum 10 years of experience in HSE management, including at least 5 years in a senior leadership role. • Proven experience in infrastructure or railway projects. • Strong knowledge of OSH, environmental laws, and ISO management systems. • Experience in a start-up or transition environment is an advantage.

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ECRL Job Openings

No	Position	Location	Job Requirement
50	Senior Executive, HSE Operation	Kuantan Port City	<u>Key Responsibilities</u> • Support the implementation of HSE policies, procedures, and systems at operational sites. • Conduct regular safety inspections, risk assessments, and environmental monitoring. • Assist in developing safety and emergency response plans. • Prepare HSE performance reports and incident statistics. • Coordinate HSE training and awareness programs for employees and contractors. • Ensure compliance with statutory requirements and company safety standards. <u>Qualifications</u> • Bachelor's Degree in Occupational Safety & Health, Environmental Management, or related field. • Minimum 5–7 years of experience in HSE operations or similar role. • Familiar with ISO 45001 and ISO 14001 systems and Malaysian safety laws. • Good communication, reporting, and coordination skills. • Registered Safety & Health Officer (SHO) with DOSH is an advantage.
51	Executive, HSE Operation	Kuantan Port City	<u>Key Responsibilities</u> • Assist in implementing HSE policies, procedures, and audit plans. • Conduct workplace inspections and identify potential hazards. • Assist in incident investigations and follow-up actions. • Support HSE awareness, safety campaigns, and toolbox meetings. • Monitor contractors' compliance with HSE requirements. • Maintain accurate HSE records and reports.

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ECRL Job Openings

No	Position	Location	Job Requirement
			<u>Qualifications</u> • Diploma or Bachelor's Degree in Occupational Safety & Health, Environmental Management, or related discipline. • Minimum 3–5 years of experience in HSE operations or construction environment. • Basic understanding of safety regulations, risk assessment, and environmental management. • Proactive, organized, and safety-conscious mindset.
52	Executive, Rolling Stock Safety	Kuantan Port City	<u>Key Responsibilities</u> • Monitor safety compliance for rolling stock (trains, wagons, locomotives) operations and maintenance. • Assist in the development and implementation of rolling stock safety procedures and audits. • Support safety investigations involving train equipment or maintenance incidents. • Ensure compliance with safety regulations set by APAD and other authorities. • Coordinate safety inspections, training, and documentation for rolling stock activities. <u>Qualifications</u> • Bachelor's Degree in Mechanical or Electrical Engineering, or equivalent. • Minimum 3–5 years of experience in railway safety or maintenance operations. • Good understanding of train systems, safety standards, and operational risks. • Strong analytical and reporting skills.

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ECRL Job Openings

No	Position	Location	Job Requirement
53	Executive, Infra Safety	Kuantan Port City	<u>Key Responsibilities</u> • Monitor safety standards during infrastructure inspection, maintenance, and construction activities. • Conduct site inspections, risk assessments, and permit-to-work compliance checks. • Assist in accident investigation and prepare safety performance reports. • Ensure compliance with relevant safety legislation and company procedures. • Coordinate safety briefings, drills, and awareness programs for site teams. <u>Qualifications</u> • Bachelor's Degree in Civil Engineering, Occupational Safety & Health, or related field. • Minimum 3–5 years of experience in infrastructure or railway project safety. • Familiar with construction safety regulations and safe work procedures. • Good communication and incident reporting skills.
54	Executive, Train Operation Safety	Kuantan Port City	<u>Key Responsibilities</u> • Monitor and ensure operational safety compliance across train movements, depots, and stations. • Support the implementation of train operation safety policies and procedures. • Conduct safety audits, risk assessments, and emergency response exercises. • Assist in incident investigations and recommend preventive measures. • Prepare safety statistics and reports for regulatory submission. <u>Qualifications</u> • Bachelor's Degree in Railway Operations, Engineering, or Occupational Safety & Health. • Minimum 3–5 years of experience in railway or transport operation safety. • Familiar with train operation safety systems, signaling, and control room procedures. • Strong attention to detail and safety compliance.

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