DEWAN FILHARMONIK PETRONAS
KUALA LUMPUR, MALAYSIA

Executive (Strategic Relations Management & Front of House)
Department: Business & Strategic Relations Management
Location: Level 2, Tower 2, PETRONAS Twin Towers, Kuala Lumpur City Center

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Requirements:

- Recognised university degree in the field of business studies, communications, marketing, public relations or a related discipline.
- Minimum 2–3 years of relevant working experience.
- Strong interpersonal, stakeholder management and communication skills, with the ability to build and maintain effective relationships with internal and external stakeholders.
- Business-minded, resourceful and proactive, with relevant exposure to commercial and business growth initiatives, and the ability to identify opportunities, coordinate projects and solve problems independently with minimal supervision.
- Proficient in Microsoft Office applications, reporting and administrative functions, with strong organisational skills, attention to detail and the ability to manage multiple priorities and deadlines. Power BI proficiency would be an added advantage.

Job Purpose:
Manage the execution of stakeholder management plans and activities via extensive research, intelligence gathering and networking to support business delivery and manage front of house operations to ensure smooth running of events.

Key Accountabilities:

1. Stakeholder's Profiling
    - Monitor, review, and track stakeholders' profiling database according to the defined standards and guidelines to ensure stakeholders' profiles are comprehensive, accurately captured and current for reference during engagements.

2. Stakeholder Management Plan
    - Plan and execute Stakeholder Management Plan by arranging and preparing for courtesy visits, preparing talking points, developing briefing pack on business/stakeholder updates, profiling of stakeholders and provide data/information as and when required for management or the stakeholders eg embassies, government agencies, etc.

3. Stakeholder Program Management
    - Coordinate the monitoring of stakeholder programs implementation and effectiveness review for improvement opportunities.

4. Corporate Social Responsibility Management
    - Plan and execute social responsibility activities, working closely with various parties to ensure timely readiness of program requirement (e.g., invitation, logistic, purchases, contributions) to ensure delivery of a successful and smooth event.

5. Customer Relationship Management
    - Implement plans and activities to increase customers base and loyalty, customer satisfaction and gather feedback for improvement purpose.

6. Box Office Operation
    - Oversea the Box-Office operations to ensure smooth running and least interruptions to ticketing services with the aim to provide exceptional customer service prior to the event.

7. Front of House (FOH) Operation
    - Manage front of house operations by ensuring all operational and non-operational requirements including artist backstage needs, special assistance, hospitality requests, during-concert complaints and enquiries, ushers' requirement, are addressed timely and effectively to deliver superior customer experience.

8. Usher Management
    - Manage requirement of ushers to ensure readily available and trained usher pool to deliver services as and when required through selection, hiring and training processes.
    - Plan and manage duty roster, concert briefing notes, ushers positioning, attendance and advise Finance department on payment to ushers.

9. Merchandise Management
    - Manage merchandise stock and sales (including program books) for DFP so as to support promotional activities and enhance customers' concert experience.
    - Manage petty cash and reconciliation for the merchandise sales.

10. Other Duties as Assigned by the Company
    Plan and execute all other duties as assigned by the company.

Generic Accountabilities

1. Networking and Relationship Building
    - Foster and sustain effective working relationships and rapport with the government authorities, business and management institutions, national and key industry players and service providers in order to keep abreast with latest development in the relevant markets and capitalize on insider status and strategic alliances to capture opportunities for new business ventures and enhance public confidence in the company business solutions, products and services.

2. Good Governance
    - Enforce the implementation of applicable procedures and guidelines and affect the compliance to statutory and legislative requirements in order to ensure conformance to the established Limits of Authority (LOA), policies and government regulations to safeguard company and shareholders' interest, image and reputation.

3. Mindset, Behavior and Culture
    - Develop and implement distinctive mindset, behavior and culture within the working team to achieve high work performance by adopting and implementing value interventions, tools and methodologies to promote and instill high sense of commitment, ownership, integrity and loyalty that will contribute to operational excellence.

4. Leadership and Capability Development
    - Drive the development of competent working team that will enhance and sustain staff capabilities in achieving high performance delivery to ensure internalization of the right leadership and capabilities in executing their jobs.

5. HSE Policies and Code of Conduct
    - Communicate, interpret and champion the execution of the objectives and provisions of the Health, Safety and Environment (HSE) policies and Codes of Conduct and Business Ethics (COBE) within the working team and undertake appropriate mitigation and/or intervention programs.