



***Manager (Strategic Relations Management)***

Department: Business & Strategic Relations Management

Location: Level 2, Tower 2, PETRONAS Twin Towers, Kuala Lumpur City Center

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**Requirements:**

- Recognized university degree in the field of business studies, communications, or related field
- Minimum 5- 7 years working experience
- Experience in stakeholder management, customer relationship management
- Possess great interpersonal skills & able to build rapport with stakeholders

**Job Purpose:**

- Drive the formulation of stakeholder management strategies in line with company's business objectives with an intent to establish, maintain and shape positive relationships with key stakeholders.
- Provide steer in driving FOH and Box Office for operational excellence.

**Key Accountabilities:**

1. Stakeholder Management Framework
  - Lead the development of stakeholder management framework to enhance relations and reputations amongst its stakeholders.
2. Stakeholder's Profiling
  - Drive the establishment and management of stakeholders' profiling database by defining the standards and guidelines to ensure stakeholders profile are comprehensive and accurate for management's reference to strengthen and sustain relationships for business or collaboration opportunities
3. Stakeholder Management Plan
  - Drive and implement Stakeholder Management Plan through structured engagement for alignment on business requirements and establishing strategic collaborations, and foster good relationships and rapport with key stakeholders including government agencies, embassies, business and non-business associations etc.
  - Oversee and provide strategic advice on the design, concept, key messages and implementation of stakeholder engagement.
  - Act as liaison between the company, government agencies, embassies, key external stakeholders including addressing enquiries, complaints and feedback.
4. Corporate Social Responsibility Management
  - Lead and drive the planning and execution of corporate social responsibility activities by collaborating with various internal and external stakeholders in a timely manner towards implementation of focused activations for the targeted stakeholders in order to enhance brand positioning.

5. Customer Relationship Management
  - Drive and develop plans to achieve highest degree of customer satisfaction by delivering exceptional pre, during and post-concert experiences to the customers.
6. Box Office Operation
  - Provide leadership and guide on 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.
  - Lead the development of ticket pricing proposal taking into consideration all the factors in order to maximize ticket sales margin.
7. Front-of-House (FOH) Operation
  - Drive the management of FOH to ensure smooth running and least interruptions to the event.
8. 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 & 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 & 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.

Interested candidates are invited to submit a complete CV stating personal particulars, employment history, qualifications and current salary together with a passport sized photograph.

Please direct your applications via email to the following:

**Human Resource & Administration of Finance & Corporate Services Department**

MALAYSIAN PHILHARMONIC ORCHESTRA

Level 2, Tower 2

PETRONAS Twin Towers

Kuala Lumpur City Centre

50088 Kuala Lumpur.

Malaysia.

Email: [career@mpo.com.my](mailto:career@mpo.com.my)

- Only shortlisted candidates will be notified.
- All applications will be treated in the strictest confidence.
- Closing Date: **24 August 2023**