

# JOB OPPORTUNITY

## EXECUTIVE - OPERATIONS SUPPORT

**Type of Vacancy : Full Time**

**Preferred education level (s) : Diploma, Degree**

**Preferred Major (s) : Art & Design, Business**

### Organization details :

Company : PARADIGM MALL MANAGEMENT SDN BHD  
Website : <https://www.facebook.com/share/1TAzMA9cwv/>  
Address : Paradigm Mall Johor Bahru, Management Office, Level 2, Jalan Skudai, 81200 Johor Bahru, Johor Darul Takzim, Malaysia.

### Job Responsibility :

#### 1. Office Administration

- a) Handle all paperwork and documentation related to food court operations, including vendor documentation, work schedule and management reports.
- b) Coordinate with maintenance, housekeeping, and security teams to support smooth operations.
- c) Respond to and resolve customer complaints promptly and professionally.
- d) Assist Food Court Operations Manager for any ad hoc task.

#### 2. Marketing & Promotions

- a) Manage and grow the Food Arcade membership program – from onboarding to member engagement.
- b) Plan and execute events and joint promotions with food stall operators to drive sales and footfall.
- c) Take charge of stall menus and visual advertisements – ensuring updated menus, clear signage, and engaging content.
- d) Regularly create and post engaging social media content (Facebook, Instagram, TikTok) including promotions, new dishes, events for Food Arcade in line with the mall's branding guidelines.

#### 3. Vendor & Market Engagement

- a) Act as the main point of contact for all food stall tenants regarding operational, marketing, and promotional activities.
- b) Conduct regular market surveys to analyze trends, competitor pricing, and customer preferences; provide actionable recommendations to improve offerings.
- c) Support menu innovation and food variety by working with vendors based on survey insights and customer feedback.

### Job Requirements and Qualifications :

1. Diploma or degree in Marketing, Business Administration, Hospitality Management or relevant studies.
2. Must be able to communicate very well in Bahasa Malaysia and English. Mandarin speaking candidates are preferred to effectively communicate with Mandarin-speaking clients.
3. At least 3 years of working experiences in F&B, marketing, shopping mall, event management or similar industry.
4. Possess extensive knowledge in F&B industry will be added advantages.
5. Strong communication and interpersonal skills to liaise with various stakeholders.
6. Proficient in reporting and documentation (MS Office - Excel & Word).
7. Familiar with social media software (Facebook, Instagram, TikTok) and marketing tools.
8. Work Location: Paradigm Mall Johor Bahru.

#### Benefits :

- ✓ Competitive Remuneration Package
- ✓ Subsidies Parking Season Pass
- ✓ Vibrant Working Culture
- ✓ Exciting Festive Season Celebration
- ✓ Insurance Coverage
- ✓ Career Development
- ✓ Employee Discount

### Person-in-charge :

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