



PR/159476 | HR and Admin Manager (Publika)

Job Information

Recruiter[JAC Recruitment Malaysia](#)**Job ID**

1555420

Industry

Retail

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

August 19th, 2025 10:19

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company Information

A F&B retail company is currently looking for a HR and Admin Manager role based in Mont Kiara. As the HR Manager of a newly launched F&B retail brand, you will be responsible for building and leading the HR function from the ground up. This role requires a dynamic and hands-on professional who can manage high-volume recruitment, develop HR policies, and foster a strong team culture across multiple outlets in a fast-paced, customer-centric environment.

Key Responsibilities

1. HR Strategy & Policy Development

- Develop and implement HR policies, employee handbook, and SOPs tailored to F&B retail operations.

- Ensure compliance with local labor laws and food industry regulations

2. Talent Acquisition & Onboarding

- Lead recruitment efforts for frontline staff (e.g., service crew, kitchen staff), outlet managers, and support roles.
- Manage high-volume hiring and onboarding processes to support rapid expansion.

3. Training & Development

- Design and deliver training programs focused on customer service, food safety, and operational excellence.
- Support career development and upskilling initiatives for store-level and HQ employees.

4. Employee Relations & Engagement

- Act as a trusted advisor for employee concerns, conflict resolution, and disciplinary actions.
- Drive employee engagement and retention strategies in a high-turnover environment

5. Performance Management

- Implement performance appraisal systems and KPIs for retail and kitchen teams.
- Provide coaching and feedback to improve individual and team performance.

6. Payroll & Benefits Administration

- Oversee payroll processing, attendance tracking, and leave management.
- Administer employee benefits and liaise with external vendors.

7. HR Operations & Compliance

- Ensure compliance with labor laws, health & safety standards, and food handling regulations.
- Conduct audits and support outlet managers in maintaining HR standards.

8. HR Systems & Reporting

- Set up and manage HRIS systems suitable for multi-location F&B operations.
- Generate HR reports and analytics to support business decisions.

Key Requirements:

- Min 5 years of experience in Human Resource Function
- Able to communicate, read and write in Mandarin.
- Experience in setting up a HR Department from ground would be added advantage.
- Experience in working in fast paced environment would be added advantage.

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description