



METRO EXPRESS LIMITED
Vacancy – Post of Station Support Staff

The **Metro Express Limited (MEL)** is a registered Mauritian Company wholly owned by the Government of Mauritius and the Company is responsible for the developing, financing, constructing, operating and managing the Metro Express Light Rail System in Mauritius.

Are you motivated to help others, enjoy meeting new people and socializing? Why not join MEL Station Support Staff and play a vital role to make a huge difference? This position as Station Support Staff will help you to gain work experience, work as a team to ensure safe, reliable and comfortable travel for MEL commuters. On top of that, it is a once in a lifetime opportunity for you to be onboard and be part of the historic journey.

To ensure the successful launch and smooth operations of the country's first ever Light Rail System, MEL is looking for highly dynamic and customer-oriented individuals to join our founding team for an initial period of three (3) months.

If this is your cup of tea, we would love to invite you to visit our website and send in your application.

A. Qualifications and Experience

- a) Cambridge School Certificate or any other equivalent qualifications acceptable to MEL.
- b) Previous work experience in the field of customer service or hospitality would be considered as an added advantage.
- c) Be fluent in Creole, French and English – both spoken and written.
- d) Possess excellent customer orientation with a professional appearance and friendly approach.
- e) Ability to identify, assess and resolve customers' needs/issues and also relate to different types of customers' character with various background.
- f) Punctual, reliable, composed and calm under pressure to handle any case of emergency.

B. Pre-Requisite

The incumbent will be:

- a) Required to perform rostered 4-hour shifts between the hours of 06:00 to 22:00 daily.
- b) Subjected to basic railway operating procedures, emergency procedures and basic ETS interface training and other training which may be applicable.
- c) Required to attend the MEL general station support team Induction.

C. Duties

The incumbent shall perform below duties:

- a) Respond to queries from passengers;
- b) Assist commuters in using the Fare Collection System;
- c) Attend to any alarm faults at their respective post;
- d) Assist to passengers at the terminus station;
- e) Assist in crowd control and incident control during peak hours and major events.
- f) Patrol all stations for anomalies in relations to equipment not functioning properly, station amenities not up to standard;
- g) Respect and Maintain confidentiality of MEL and
- h) Any other duties deemed relevant by the supervisor for smooth running of Station Operations.

D. Pay Package

Attractive remuneration based on hourly rate.

E. Mode of Application

1. Application Form can be downloaded from MEL website:
<https://www.mauritiusmetroexpress.mu/job-vacancies/>
2. Applications together with photocopies of academic qualifications should be addressed to the Human Resource Manager, Metro Express Limited, Level 3, SICOM Tower, Wall Street, Ebène 72201, **not later than Friday 16 August 2019.**
3. Alternatively, applications together with scanned copies of academic qualifications can also be emailed to registry@metroexpressltd.org
4. The envelope or the title of the email should be clearly marked "**Station Support Staff**".
5. Applications received after the closing date will not be considered.

MEL reserves the right not to fill any vacancy following this advertisement and to call for interview only the best qualified candidates.