



## METRO EXPRESS LIMITED

### Vacancy – Post of Receptionist

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.

Applications are invited from suitably qualified candidates who wish to be considered for the post of **Receptionist** in the MEL.

#### A. Qualifications

Candidates shall have the following attributes:

- a) Possess a Cambridge School Certificate with credit in English Language and French obtained on one certificate or passes in at least five subjects with at least Grade C in English Language and French obtained on one certificate at the General Certificate of Education “Ordinary Level” or any equivalent qualification acceptable to the Board of MEL;
- b) At least one (1) year experience in any customer service related field – experience in hospitality/tourism will be an added advantage;
- c) Ability to communicate in English and French and be computer literate;
- d) Ability to work in a team and possess qualities such as reliability and trustworthiness with excellent customer services skills.

#### B. Duties

The incumbent shall be in-charge of the following:

1. To operate the reception counter, wherever applicable and maintain safe and clean reception area;
2. To greet/usher in visitors, maintain a register of all visitors and maintain security awareness;
3. To ensure knowledge of staff movements in and out of the office;
4. To answer calls professionally and forward/screen phone calls as necessary;
5. To operate switchboard/IPPBX console;
6. To take messages from outside callers and transmit same to officers concerned;
7. To handle any queries and complaints via phone, email and general correspondence;
8. To coordinate meetings and organise conference/meeting room bookings;
9. To maintain appointment diary either manually or electronically;
10. To operate office equipment such as duplicating, photocopying, fax and binding machines;
11. To assist in the arrangement of furniture and equipment within the premises;
12. To provide general administrative and clerical support;

13. To prepare and serve tea/coffee;
14. To perform such other duties related to the main duties listed above or related to the delivery, of the output and results expected from the Receptionist in the roles ascribed to him.

#### **C. Pay Package**

Salary is negotiable based on qualifications and experience.

#### **D. 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, 26 July 2019.**
3. Alternatively, applications together with scanned copies of academic qualifications can also be emailed to [registry@metroexpressltd.org](mailto:registry@metroexpressltd.org)
4. The envelope or the title of the email should be clearly marked "**Receptionist**".
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**

Date: 12 July 2019