



## **METRO EXPRESS LIMITED**

### **Vacancy – Post of Executive, Station Operations & Customer Service**

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 **Executive, Station Operations & Customer Service** in the **MEL**.

#### **A. Qualifications**

Candidates shall have the following attributes:

- a) Possess a Bachelor in any discipline from a recognised University or an equivalent qualification acceptable to the Board of MEL;
- b) Have at least 5 years' working experience in a Supervisory capacity (experience in public transportation industry will be an added advantage);
- c) Possess excellent supervisory, people management and communication skills;
- d) Possess brilliant stakeholder management, customer-centric, diplomatic and composed under pressure;
- e) Ability to handle station incidents;
- f) Possess exceptional written skills for investigation and report writing, and excellent IT knowledge.

#### **B. Duties**

The incumbent shall be in-charge of the following:

1. Manage staff to ensure safety of employees, passengers, and the public in the premises of the rail systems;
2. Ensure a high standard of customer service, cleanliness of the stations and facilities;
3. Smooth and efficient operations of the passenger facilities in stations;
4. Ensure effectiveness and efficient handling of incidents;
5. Responsible for the performance monitoring of the staff;
6. Management of Station Operations and Customer Service in accordance with the rules, procedures and guidelines;
7. Responsible for station security and fares evasion;
8. Investigate passenger's complaints and feedback;
9. Conduct briefings on Operations Procedures and Work Instructions;
10. Responsible for the rostering of Station Operations staff;
11. Responsible for refresher training for Station Operations section;
12. Perform other tasks and related duties as assigned.

### **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 Wednesday, 24 April 2019 at 1500 hours.**
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 "**Executive, Station Operations & Customer Service**".
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: 10 April 2019