



METRO EXPRESS LIMITED

Vacancy – Post of Supervisor, Station Operation and 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 **Supervisor, Station Operation and Customer Service** in the **MEL**.

A. Qualifications

Candidates shall have the following attributes:

- a) Bachelor's Degree or Diploma in any discipline or an equivalent qualification acceptable to the Board of MEL;
- b) Have minimum 3 years' experience in a safety supervisory capacity with good experience working in the field of security;
- c) Possess good written and verbal communications skills with good interpersonal skills;
- d) Possess customer service-oriented personality;
- e) Ability to handle emergency situations.

B. Duties

The incumbent shall be in-charge of the following:

1. Manage day-to-day station and fares operations
2. Responsible and in-charge of daily operation of all facilities and services in a station accordance with Work Instruction and Procedures;
3. Handle and assist in all incidents and emergencies;
4. Conduct regular inspection and monitoring of station premises to ensure that facilities, equipment and structure within the station premises are in good working condition;
5. Respond to station, train and track related incidents to ensure the safety and security of passengers;
6. Manage staffs' Duty schedule and roster;

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
4. The envelope or the title of the email should be clearly marked "**Supervisor, Station Operation and 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