



METRO EXPRESS LIMITED

Vacancy – Post of Complaint Handling Officer

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 **Complaint Handling Officer** in the **MEL**.

A. Qualifications

Candidates shall have the following attributes:

- a) Possess a bachelor's degree or diploma in any discipline or an equivalent qualification acceptable to the Board of MEL;
- b) Minimum of 3 years' experience in contact centre operations or related field;
- c) Possess good written and verbal communications skills with good interpersonal skills;
- d) Possess a friendly, approachable personality with excellent customer service skills;
- e) Ability to handle escalated situations, calm under pressure and confidence in dealing with people of all backgrounds;
- f) Good understanding of operational environment and analytical skills;
- g) PC literate with proficiency in Microsoft Office suite (i.e. Word, Excel, PowerPoint etc.).

B. Duties

The incumbent shall be reporting to the Executive Station Operations and Customer Services and in-charge of the following:

- 1) Receipt and record of all complaints from public and stakeholders in the CRM;
- 2) Responsible for handling and resolving customers complaints received via letter, email, website, social media platforms etc. as well as through regulatory bodies i.e. NLTA, MPI or any governmental bodies;
- 3) Obtain necessary information/updates from other departments for the resolution of the complaint;
- 4) Ensure compliance of all relevant procedures (SOP & WI);
- 5) To gather information and data statistics on complaints including root cause analysis as well as recommendations solutions for Management review and evaluation;
- 6) To take initiatives to address any issue that is affecting the daily operational work that needs prompt actions;

- 7) To take lead in preparing, compiling and coordinating reports for presentation to the Management;
- 8) To ensure complaint handling are in accordance to the existing regulations and guidelines;
- 9) To undertake and complete assignments as determined by the direct report or department head;
- 10) To perform such other duties related to the main duties listed above or related to the roles ascribed to him.

C. Pay Package

Salary is negotiable based on qualifications and experience.

D. Mode of Application

1. Application can be made either online **or** via post.
 - i) Application Form can be downloaded from MEL website:
<https://www.mauritiusmetroexpress.mu/job-vacancies/>Application Form together with scanned copies of academic qualifications to be emailed to career@metroexpressltd.org
 - ii) Alternatively, Application Form 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.
 - iii) Please ensure that the envelope or the title of the email should be clearly marked **“Complaint Handling Officer”**.
2. Closing date is **not later than Wednesday, 25 March 2020**.
3. Application received after the closing date and any incomplete application without duly filled/signed Application Form 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 March 2020