



## **METRO EXPRESS LIMITED**

### **Vacancy – Post of Supervisor, 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 **Supervisor, Station Operations & Customer Service** 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 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 a friendly, approachable personality with excellent customer service skills;
- e) Ability to handle emergency/escalated situations, calm under pressure and confidence in dealing with people of all backgrounds;
- f) Good understanding of operational environment with excellent reporting and analytical skills;

#### **B. Duties**

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

- 1) Manage day-to-day station and fares operations;
- 2) Responsible and in-charge of daily operations of all facilities and services in a station with accordance of Work Instructions 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) 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](mailto: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 **“Supervisor, Station Operations & Customer Service”**.
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