



## 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.

We are looking for a creative individual who enjoys working in a fast-paced, customer-driven, results-driven and collaborative environment. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative and organisational skills, and the ability to maintain realistic balance among multiple priorities. You will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities. If you can confidently demonstrate that you meet the criteria we are looking for, please send us your application.

#### A. Qualifications

Candidates shall have the following attributes:

- a) Possess a first degree 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 or hospitality operations industry will be an added advantage.
- c) Demonstrated proactive approaches to problem-solving with strong decision-making capability, ability to achieve high performance goals and meet deadlines in a fast-paced environment.
- d) Forward thinker who actively seeks opportunities and proposes solutions, highly resourceful team-player (people management) but with ability to also be extremely effective independently.
- e) Ability to maintain a high level of integrity and discretion in handling confidential information, be adaptable to various competing demands, and to deal courteously, diplomatic and tactfully at all levels.
- f) Possess emotional maturity with excellent interpersonal skills, an inquisitive mind, and strong organisational skills that reflect ability to perform and prioritise multiple tasks seamlessly with exceptional attention to details.
- g) Possess excellent verbal and written communication skills (for investigation and report writing) and composed under pressure with ability to handle any station incidents.
- h) Flexibility to work subject to any exigencies needed by the business.

## **B. Duties**

The incumbent shall be in-charge of the following but not limited to:

1. Manage staff to ensure safety of employees, passengers, and the public in the premises of the rail systems;
2. Review, analyse and prepare the HSE reports including analytics – weekly, monthly, quarterly;
3. Ensure a high standard of customer service, cleanliness of the stations and facilities;
4. Smooth and efficient operations of the passenger facilities in stations and crowd control measures;
5. Management of Station Operations & Customer Services in accordance with the rules, procedures, and guidelines;
6. Support in the reviewing, planning and conduct of Contingency Plans/ Emergency Response Plans/ Crowd Control Plans; including support during Major Events etc.;
7. Responsible for station security and fares evasion;
8. Manage cash and all other fare related matters;
9. Investigate passenger's complaints and feedback;
10. Manage and report all incidents and emergency situations effectively;
11. Check and ensure that appropriate signs are put up during a major service disruption to keep passengers informed and updated;
12. Conduct regular inspection and monitor station premises to ensure that facilities, equipment and structures within the station premises are in good working condition;
13. Responsible for reporting and following up on these faults to ensure they are rectified promptly;
14. Conduct briefings on Operations Procedures and Work Instructions;
15. Responsible for the performance monitoring of the staff;
16. Responsible for the rostering of Station Operations staff and perform administrative duties meticulously and systematically;
17. Responsible for the refresher training/drills for Station Operations & Customer Services section;
18. Provide feedback and inputs to the training curriculum especially when doctrines or SOPs have changed and training manuals etc. have to be updated;
19. To perform such other duties related to the main duties listed above or related to the roles ascribed to him/her.

## **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 **“Executive, Station Operations & Customer Service”**.
2. Closing date is **not later than Monday, 15 February 2021**.
  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: 20 January 2021