

# POSITION DESCRIPTION



## COMPLAINTS HANDLING OFFICER

Position No.	MEL2212
Vacancy Type	Internal & External
Classification	PSI 9
Salary	As per MEL Salary Scale
Employment Type	Contract – Full time (permanent position available)
How to Apply	<p>Online applications are preferred. For online application and downloading Application Form, please visit: <a href="https://www.mauritiusmetroexpress.mu/job-vacancies/">https://www.mauritiusmetroexpress.mu/job-vacancies/</a></p> <p>Via email: Applications together with scanned copies of academic qualifications can also be emailed to: - <a href="mailto:career@metroexpressltd.org">career@metroexpressltd.org</a></p> <p>Via post: Applications together with scanned copies of academic qualifications can also be addressed to: - <b>Human Resources Manager</b> Metro Express Limited, Level 3, SICOM Tower, Wall Street, Ebène 72201</p> <p>The envelope or the title of the email should be clearly marked <b>“Complaints Handling Officer”</b>.</p>

Position deadline	<b>Friday, 03 JUNE 2022</b> Applications received after the closing date will not be considered.
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**Job Title:**  
Complaints Handling Officer

**Reporting Line:**  
Manager, Station Operations and Customer Service

**Function/Division:**  
Operations – Station Operations and Customer Service

We are looking for prospective employees who are friendly, customer-oriented, safety-conscious, compliant to rules and procedures as well as team players.

**Qualifications:**

- (i) Possess a diploma in any discipline or an equivalent qualification acceptable to the Board of MEL;
- (ii) Minimum of 3 Years' experience in contact centre operations or related field;

**Location:**  
Richelieu/Rose Hill

**Attributes:**

- (i) Possess good written and verbal communications skills with good interpersonal skills;
- (ii) Possess a friendly, approachable personality with excellent customer service skills;
- (iii) Ability to handle escalated situations, calm under pressure and confidence in dealing with people of all backgrounds;
- (iv) Good understanding of operational environment and analytical skills;
- (v) PC literate with proficiency in Microsoft Office suite (i.e. Word, Excel, PowerPoint etc.).

**Duties and Responsibilities:**

The incumbent shall be 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. To obtain necessary information/updates from other departments for the resolution of the complaints and provide solutions on issues of MEcards;
4. To administer ETS cards application, process and initialization;
5. To carry out community management on websites and social media websites;
6. To liaise with NLTA, Educational Institutions, Ministry of Social Security and other Authorities for the application of MEcards;
7. To create records of MEcards application, processing and deliveries;
8. To work with ETS Administrator to generate ETS complaints, faults and reports;
9. To ensure compliance of all relevant procedures (SOP & WI);
10. To gather information and data statistics on complaints including root cause analysis as well

as recommendations solutions for Management review and evaluation;

11. To take initiatives to address any issue that is affecting the daily operational work that needs prompt actions;
12. To take lead in preparing, compiling and coordinating reports for presentation to the Management;
13. To ensure complaint handling are in accordance to the existing regulations and guidelines;
14. To undertake and complete assignments as determined by the direct report or department head; and
15. To perform such other duties related to the main duties listed above or related to the roles ascribed to him.

**MEL reserves the right not to fill any vacancy following this advertisement and to call for interview only the best qualified candidate.**