

# POSITION DESCRIPTION



## Controller, OCC

Position No.	MEL2215
Vacancy Type	Internal & External
Classification	PSI 7
Salary	As per MEL Salary Scale
Employment Type	Contract – Full time (permanent position available)
How to Apply	Online applications are preferred.

For online application and downloading Application Form, please visit: <https://www.mauritiusmetroexpress.mu/job-vacancies/>

Via email:

Applications together with scanned copies of academic qualifications can also be emailed to: -

[career@metroexpressltd.org](mailto:career@metroexpressltd.org)

Via post:

Applications together with scanned copies of academic qualifications can also be addressed to: -

**Human Resources Manager**

Metro Express Limited,

Level 3, SICOM Tower, Wall Street, Ebène 72201

The envelope or the title of the email should be clearly marked "**Controller, OCC**".

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### Position deadline

**Wednesday, 22 JUNE 2022**

Applications received after the closing date will not be considered.

### Job Title:

Controller, OCC

### Reporting Line:

Manager, OCC

### Function/Division:

Operations – Operations Control Centre

### Location:

Richelieu/Rose Hill

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

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### Mandatory Qualifications:

- (i) Possess a Bachelor or Diploma in any Engineering discipline from a recognised University or an equivalent qualification acceptable to the Board of MEL;
- (ii) Have at least 1-year working experience preferably in a Control Room environment;

**Note:**

- (i) Candidates should produce written evidence of experience claimed.

**Attributes:**

- (i) Possess ability to handle emergency situations;
- (ii) Effective in handling stress, and analyse issues systematically to make sound and safe decisions;
- (iii) Possess exceptional written skills for investigation and report writing, and excellent IT knowledge;

**Duties & Responsibilities:**

The incumbent shall be in charge of the following:

1. Manage and instruct all maintenance and operations works and staffs as per SOPs which includes Senior technicians, supervisors, station staffs, technicians, train captains, ticket inspectors);
2. Manage train service as scheduled for mainline and all train movements within the depot;
3. Launching and withdrawing of passenger service trains from depot to mainline;
4. Monitor train preparations completion as scheduled;
5. Monitor and control train service on the main line;
6. Managing track accesses during revenue service and engineering hours within the controlled areas Metro Express Ltd;
7. Managing incidents at first level by instructing Operation and Maintenance staff to act as per the existing procedures and conduct appropriate train reformation;
8. Managing faults by recording/disseminating same to required Maintenance and Operation section and conducting follow-ups for quick responses for better customer services;
9. Managing the train service time-table and ensure it is being respected by train operation, and ensuring prompt train services at all stations;
10. Managing prompt dissemination of information to other sections and delivering PA announcements at stations for better customer service;
11. Managing the health of ETS equipment by dispatching technician/Senior technician/station

- staff and conducting follow up with the staff for ensuring proper functioning of the said equipment;
12. Writing and reviewing of Standard Operating Procedures and Work Instructions;
  13. Managing workstations in the OCC and be competent in operating the following main systems; O&O, AVLS, TSPS, CCTV, PISPASPA, ETS, TETRA, SCADA, PLAN B, OMCS, IMS, MAXIMO;
  14. Carry out meeting and collaborate with internal and external stakeholders (O&M departments, Essential services, contractors, consultants, etc.);
  15. Training of new staff by assisting in their supervised field training and conducting drills/table tops as and when required;
  16. Coordinating internal (Security, Operations and Maintenance staff) and external stakeholders during any emergencies;
  17. Network extension Planning, Testing and Commissioning with contractors and consultants;
  18. To perform such other tasks and related duties as may be assigned and subjected to exigency of services.

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