

# POSITION DESCRIPTION



## STATION SUPPORT STAFF

Position No.	MEL2218
Vacancy Type	Internal & External
Employment Type	Contract
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>"Station Support Staff"</b>.</p>

Position deadline	<b>Wednesday, 22 JUNE 2022</b> Applications received after the closing date will not be considered.
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<p><b>Job Title:</b> Station Support Staff</p> <p><b>Reporting Line:</b> Manager, Station Operations and Customer Service</p> <p><b>Function/Division:</b> Operations – Station Operations and Customer Service</p> <p><b>Location:</b> Richelieu/Rose Hill</p>	<p>We are looking for prospective employees who are friendly, customer-oriented, safety-conscious, compliant to rules and procedures as well as team players.</p> <hr/> <p><b>Qualifications:</b></p> <ul style="list-style-type: none"><li>(i) Cambridge School Certificate or any other equivalent qualifications acceptable to MEL.</li><li>(ii) Previous work experience in the field of customer service or hospitality would be considered as an added advantage.</li></ul>
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**Attributes:**

- (i) Be fluent in Creole, French and English – both spoken and written.
- (ii) Possess excellent customer orientation with a professional appearance and friendly approach.
- (iii) Ability to identify, assess and resolve customers' needs/issues and also relate to different types of customers' character with various background.
- (iv) Punctual, reliable, composed and calm under pressure to handle any case of emergency.

**Duties & Responsibilities:**

The incumbent shall be in-charge of the following:

- 1. Respond to queries from passengers and deliver excellent customer service.
- 2. Actively assisting with service information and advice on ticketing;
- 3. Maintain a presence on strategic areas of the stations and network;
- 4. Carry-out inspections at prescribed intervals;
- 5. Support the smooth operation of the station environment and network;
- 6. Assist commuters in using the Fare Collection System;
- 7. Attend to any alarm faults at their respective post;
- 8. Assist in crowd control and incident control during peak hours and major events;
- 9. Patrol all stations for anomalies in relations to equipment not functioning properly, station amenities not up to standard;
- 10. Attend to platform (s) to assist with boarding and alighting of passengers during peak hours;
- 11. Ensure accurate, up-to-date, appropriate customer information is provided by all means available including PA, notices and face-to-face communication
- 12. Respect and Maintain confidentiality of MEL and
- 13. Other duties deemed relevant by the supervisor for smooth running of Station Operations.

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