

POSITION DESCRIPTION



Supervisor, STATION OPERATIONS AND CUSTOMER SERVICE

Position No.	MEL2219
Vacancy Type	Internal & External
Classification Type	PSI 7
Salary	As per MEL Salary Scale
Employment Type	Permanent Position
How to Apply	<p>Online applications are preferred. For online application and downloading Application Form, please visit: https://www.mauritiusmetroexpress.mu/job-vacancies/</p> <p>Via email: Applications together with scanned copies of academic qualifications can also be emailed to: - career@metroexpressltd.org</p> <p>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</p> <p>The envelope or the title of the email should be clearly marked "Supervisor, Station Operations and Customer Service".</p>

Position deadline	Wednesday 05 October 2022 Applications received after the closing date will not be considered.
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Job Title:
Supervisor, Station Operations and Customer Service

Reporting Line:
Manager, 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.

Function/Division:

Operations – Station Operations
and Customer Service

Location:

Richelieu/Rose Hill

Qualifications:

- 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;

Duties & Responsibilities:

The incumbent shall be 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; and
- 6. 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.