

# POSITION DESCRIPTION



## MANAGER, OCC

Position No.	MEL2308
Vacancy Type	Internal & External
Classification	PSI 4
Salary	Rs 55,000 to Rs 100,000
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://mauritiusmetroexpress.mu/job-vacancies/?lang=en">https://mauritiusmetroexpress.mu/job-vacancies/?lang=en</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 "Manager, OCC".</p>
Position deadline	<b>Thursday, 31 August 2023</b> Applications received after the closing date will not be considered.

**Job Title:**  
Manager, OCC

**Reporting Line:**  
Chief, Operations

**Function/Division:**  
Operations

**Location:** Richelieu

**Qualifications:**

- (i) Possess a Bachelor of Engineering in any discipline from a recognised University or an equivalent qualification acceptable to the Board of MEL;
- (ii) Have at least 5 years' working experience in a managerial capacity;

**Attributes:**

- (i) Possess strong leadership, interpersonal and communication skills;
- (ii) Have the ability to handle stress effectively and analyse things systematically to make sound and safe decision; and
- (iii) Have at least 10 years in transport industry and 2 to 3 years in railway environment.

**Duties & Responsibilities**

The incumbent shall be in-charge of the following:

1. Management of Control Operations;
2. Provide guidance to control staff when dealing with any incident;
3. Provide management leadership to ensure safe and reliable train service in meeting Operating Performance Standards (OPS) and Key Performance Indicators (KPI);
4. Provide safe and reliable train service delivery for service adherence;
5. Receive, log and answer passenger problems/requests/issues;
6. Perform first level of problem identification and troubleshooting. Documenting troubleshooting process and assigns case to next level support when required;
7. Assist with the monitoring and tracking of incidents to ensure resolution is within the parameters provided;
8. Identify risks and assumptions associated with the solution;
9. Become familiar and proficient with a computerized maintenance management system and integrated management information reporting systems;
10. Be an active team member by sharing knowledge, cooperating and communicating pertinent information with control operation staff;

11. Ensure emergency operating procedures are in place and implemented as required;
12. Responsible for continuous training of control staff including refresher training for critical tasks and emergency procedures;
13. Approve plans for emergency exercises;
14. Accountable to provide train service delivery to meet or exceed the Authority's OPS;
15. Prepare status report for the section to Chief, Operations;  
and
16. 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.**