

POSITION DESCRIPTION



COMPLAINTS HANDLING OFFICER

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| Position No. | MEL2212 |
| Vacancy Type | Internal & External |
| Classification | PSI 9 |
| Salary | 18,200 X 500 – 22,700 X 600 – 27,500 X 800 – 32,300. |
| Employment Type | Permanent Position |
| How to Apply | <p>Online applications are preferred. For online application and downloading Application Form, please visit: https://mauritiusmetroexpress.mu/job-vacancies/?lang=en</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 “Complaints Handling Officer”.</p> |
| Position deadline | Friday, 23 February 2024 Applications received after the closing date will not be considered. |

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;

Location:
Richelieu/Rose Hill

- (ii) Minimum of 3 Years' experience in contact centre operations or related field;

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.