

POSITION DESCRIPTION



STEWARD

Position No.	MEL2209
Vacancy Type	Internal & External
Classification	PSI 11
Salary	Rs. 15,000 x 400 – 18,200 x 500 – 22,700 x 600 – 26,300.
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 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 “Steward”.</p>

Position deadline	Friday, 23 February 2024
	Applications received after the closing date will not be considered.

Job Title: Steward	We are looking for prospective employees who are friendly, customer-oriented, safety-conscious, compliant to rules and procedures as well as team players.
Reporting Line: Manager, Station Operations and Customer Service	
Function/Division: Operations – Station Operations and Customer Service	Qualifications: (i) A Cambridge Higher School Certificate with at least Grade C in English Language and Mathematics;

Location:
Richelieu/Rose Hill

Attributes:

- (i) Ability to handle emergency situations and calm under pressure;
- (ii) Good communication skills and able to communicate in English and French;
- (iii) Confidence in dealing with people of all backgrounds; and
- (iv) Possess a friendly, approachable personality and excellent customer service skills.

Duties & Responsibilities:

The incumbent shall be in-charge of the following:

1. Conduct Station and Security Checks;
2. Assist in detrainment of passengers;
3. Attend to passenger related incidents in the train and at station;
4. Responding to train/track-related incident;
5. Top-up coin/tickets and servicing of AVVM
6. ensuring that passengers have a safe and comfortable journey;
7. Attend ticket enquiries and problems;
8. Attend to Cash Collection;
9. Check and update of records for cash and ticket received;
10. Reset ETS Equipment failure; and
11. Perform other tasks and related duties as assigned

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