

POSITION DESCRIPTION



MANAGER, STATION OPERATIONS AND CUSTOMER SERVICE

Position No.	MEL0410-2025
Vacancy Type	Internal & External
Classification	MI 4
Salary	Rs 55,000 to Rs 100,000
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 Ltd Richelieu Branch Road Richelieu 71625</p> <p>The envelope or the title of the email should be clearly marked "Manager, Station Operations and Customer Service".</p>
Position deadline	<p>Tuesday, 04 November 2025 at 15.00</p> <p>Applications received after the closing date will not be considered.</p>
Job Title: Manager, Station Operations and Customer Service	<p>This is an exciting opportunity for those who are passionate about customer service while thrive on having a challenging operational role.</p>
Reporting Line: Chief of Operations	

Function/Division:

Operations – Station Operations
and Customer Service

Location:

Richelieu/Rose Hill

Qualifications:

Candidates should have the following qualifications and attributes:

- a) Possess a Bachelor's degree in any field, preferably Engineering from a recognised University or an equivalent qualification acceptable to the Board of MEL;
- b) Have at least 5 years' working experience in a managerial capacity;
- c) Possess strong leadership, interpersonal and communication skills;
- d) Have the ability to handle emergency situation; and
- e) Have the ability to respond to service exigencies/incidents efficiently and effectively;

Duties & Responsibilities:

The incumbent shall report to Chief, Operations and the duties and responsibilities include but not limited to:

1. As the Station Manager you will show strong managerial, leadership, and a strong interpersonal skill to manage a team of Ticket Inspectors, Ticket officers and Complaint Handling officers to ensure that the company's goals and objectives are fully understood and delivered. You will have a proven track record of line and resource management experience.
2. Lead the day-to-day station operations ensuring customer service and fare protection targets are met and delivered in line with company expectations through a period of sustained operational and structural change. You will have excellent organisational skill and deliver to demanding timescale.
3. Work effectively 24/7, customer driven environment. Ideally you will have experience in customer service in a dynamic operational environment.

4. Lead, direct and motivate the ticket inspectors and the customer service department to deliver the agreed customer service and ticket inspection strategies ensuring that a climate of continual improvement is embedded across the team.
5. Serve as a role model by promoting safe working practices within a highly regulated environment.
6. Foster and embed a strong safety culture that prioritises risk management, personal accountability, and ownership of safety-related matters, in alignment with Metro Express Limited's core values.
7. Managed contractors working on the station. As such, you will need to adapt quickly in a constantly evolving organisation with a customer focus approach. to learn quickly: Our stations offer fast paced, dynamic environments, where the customer is always present.
8. Responsible for continuous training of station staff including refresher training for critical tasks and emergency; understanding of working with Standard Operating procedures and management of Operations Quality Management System (QMS).
9. Report to the Chief of Operations on Key performance Indicator (KPI) related to your department. You will be IT literate, interpreting data and understanding trends using excel and various software.
10. To perform any other duties related to the main duties listed above or related to the roles ascribed to him.

Key Performance Indicators

1. Ensure accurate reporting on customer satisfaction and fare protection in compliance with the Light Rail Act 2019 and ticketing regulations.
2. Analyse station operations data and prepare reports to support improvement plans, ensuring effective use of databases for data collection.

3. Prepare performance reports on the Complaint Handling Department, ensuring resolution of customer complaints within the agreed Service Legal Agreement (SLA) and overseeing the settlement of complaint-related financial matters in line with established procedures.
4. Implement and monitor the fare enforcement plan in line with SOPs for Ticket Inspectors, ensuring adherence to policies and maximising ticket inspections during deployment and roving, in line with agreed targets.
5. Oversee the issuance of student MeCards in coordination with Ticket Officers and Complaint Handling Officers, ensuring distribution to schools and colleges within the agreed timelines.
6. Identify and assess risks related to departmental operations when interacting with the public, ensuring appropriate mitigation measures are implemented.
7. Respond promptly to emergency situations in accordance with Metro Express Limited's established emergency procedures.

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