

POSITION DESCRIPTION



Chief, Operations

Position No.	MEL2511
Vacancy Type	Internal & External
Classification	PSI 2
Salary	Negotiable
Employment Type	Contractual position
How to Apply	Online applications are preferred. For online application and downloading Application Form, please visit: https://www.mauritiusmetroexpress.mu/job-vacancies/ Via email: Applications together with scanned copies of academic qualifications can also be emailed to: - career@metroexpressltd.org Via post: Applications together with scanned copies of academic qualifications can also be addressed to: - Human Resources Manager Metro Express Limited Richelieu Branch Road Richelieu 71625 The envelope or the title of the email should be clearly marked "Chief of Operations".
Position deadline	Monday, 01 December 2025 at 15.00
Application made without completed MEL Application Form and received after the closing date will not be considered.	
Job Title: Chief, Operations	Qualifications: (i) Possess a Master of Science in Engineering from a recognised University or an equivalent qualification acceptable to the Board of MEL; (ii) Have at least 10 years' relevant working experience preferably in operations or engineering maintenance
Reporting Line: Chief Executive Officer	
Function/ Division: Operations	
Location : Richelieu	

environment in a managerial capacity in a big organisation;

Key Skills and Experience

- (i) Have knowledge in Operations works and is self-motivated;
- (ii) Possess strong leadership and management skills;
- (iii) Have a good communication and inter-personal skills;
- (iv) Have the ability to manage and lead the Team towards Operations Division's objectives; and
- (v) Have strong planning and organisation skills in handling a group of direct and indirect workforce.
- (vi) Strong people management skills. Act as a leader and coach.
- (vii) Solutions oriented.

Duties

The incumbent shall be in-charge of the Operations Division comprising of Train Operations, Operations Control Centre and Station Operations & Customer Service as following:

- (i) Manage the service delivery of Operations Department to meet or exceed the Operating Performance Standards (OPS) and Key Performance Indicators (KPI);
- (ii) Accountable for the Operations Department Performance;
- (iii) Management of Section Managers (Control, Station, and Train) to deliver a safe, reliable and quality train service;
- (iv) Work closely with other Divisions to manage the operations and ensure a seamless transfer of work processes for reliability of system;
- (v) Ensure that the MEL provide safe, reliable, and customer-centric services;
- (vi) Reinforce MEL core values of teamwork and customer centricity;

- (vii) Support and enhance a well-developed industrial relations climate;
- (viii) Optimise the financial allocation to MEL operations through sound planning, prudent budgeting and the timely delivery on all commitments through expert project management;
- (ix) Collaborate with all stakeholders, developing highly functioning professional relationships built on trust and integrity;
- (x) Oversees management of outsourced work performed by contractors, ensuring systems are in place to support a commitment to safety, high quality, cost-effective service delivery, and in compliance with regulations;
- (xi) Ensures that all MEL railroad right of way property is maintained to meet regulatory and safety standards. Ensures that any related projects are completed within budget and on schedule;
- (xii) Works with the Head of Operation and Maintenance and executive management, in developing policies and a vision for the future, and serves as a key player in implementing Board and Administrative policies;
- (xiii) Develops and maintains programs and procedures related to rail transit service operations within the guidelines, rules and regulations required by National Transport Authority and Ministry of Public Infrastructure;
- (xiv) Maintains current knowledge of applicable regulations, rules, standards and accepted best practices to ensure ongoing MEL awareness and familiarity with all regulatory issues;
- (xv) Monitors rail mode and systems performance and financial indicators, and coordinates corrective actions and plans to continuously improve service delivery;
- (xvi) Coordinates with executive management in the development and maintenance of safety and security programs and passenger amenity programs;

- (xvii) Oversees procurement and contracting needs for the Operations Division in accordance with the MEL Procurement Division requirements, and collaborates with executive management on negotiations as needed;
- (xviii) Makes presentations on rail related issues to the MEL's Board of Directors and other public agencies, including preparation of reports;
- (xix) Prepares status report for the Operation Division to the Head, Operations and Maintenance/CEO;
- (xx) Oversee and participate in the development and administration of the Operations division budget for areas of responsibility which involves forecasting staffing, equipment, materials, and supplies; approve expenditures and implements budgetary adjustments as appropriate and necessary;
- (xxi) Ability to generate ideas and drive continuous process improvement and innovation; and
- (xxii) 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.

Date: 01 November 2025