

POSITION DESCRIPTION



CHIEF SERVICE SUPPORT

Position No.	MEL2008-2025
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 Ltd Richelieu Branch Road Richelieu 71625 The envelope or the title of the email should be clearly marked "Chief Service Support".
Position deadline	Monday, 22 December 2025 at 15h00
	Application made without completed MEL Application Form and received after the closing date will not be considered.

Job Title:

Chief Service Support

Reporting Line:

Chief Executive Officer

Function/ Division:

Service Support

Location : Richelieu

Qualifications:

- (i) Possess a Master of Engineering (Electrical/ Mechanical/Civil/Structural) degree from a recognised University or an equivalent qualification acceptable to the Board of MEL;
- (ii) Have at least 10 years of relevant experience in heavy maintenance industry with at least 5 years in a managerial capacity;

Attributes:

- (i) Possess strong leadership and management skills in procurement and warehousing;
- (ii) Possess sound technical knowledge and understanding of electrical/mechanical/ civil systems and proficient in at least one of them;
- (iii) Strong people management skills. Act as Leader and Coach. Be able to motivate staff;
- (iv) Has good written, communication, project and interpersonal skills;
- (v) Solutions oriented; and
- (vi) Able to multi-task and work under pressure.

Duties

The incumbent shall be in-charge of the Service Support Department comprising of Training, Logistics, and Safety, Security, Risk, Environment & Quality as following:

- (i) Manage the service delivery of Service Support Division to meet or exceed the Operating Performance Standards (OPS) and Key Performance Indicators (KPI);
- (ii) Accountable for the Service Support Division Performance;
- (iii) Management of the Logistics, Safety, Security, Environment & Quality sections to deliver a timely, efficient, effective, reliable and quality service;
- (iv) Work closely with other Divisions/ Departments to manage the service support activities and to ensure a seamless transfer of work processes for reliability of system;
- (v) Prepares status report for the Division to the Head, Operations and Maintenance/Chief Executive Officer;
- (vi) Approves safety audit reports;
- (vii) Reviews and approves the Risk Register of the Department;
- (viii) Draft policies on compliance and laws relating to safety and security matters;
- (ix) Uphold the highest standards of Operational and Technical competencies for the Operations and Maintenance staff;
- (x) Accountable for the development of the Procurement Management Procedures;
- (xi) Provide support to executive management with regards to Employee Development; and
- (xii) 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: 22 November 2025