

POSITION DESCRIPTION



EXECUTIVE STATION OPERATIONS AND CUSTOMER SERVICE

Position No.	MEL2511
Vacancy Type	Internal & External
Classification	PSI 6
Salary	Rs. 31,500 x 800 – 37,100 x 1,000 – 47,100 x 1,300 – 54,900.
Employment Type	Permanent Position
How to Apply	Online applications are preferred. For online application and downloading Application Form, please visit: https://www.mauritiustmetroexpress.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 “EXECUTIVE, STATION OPERATION AND CUSTOMER SERVICE”.
Position deadline	Monday, 22 December 2025 at 15h00 Applications received after the closing date will not be considered.

Job Title

Executive, Station Operation and Customer Service

Reporting Line

Manager, Station Operation and Customer Service

Function/Division:

Operation

Location: Richelieu

Qualifications:

- (i) Possess a first degree from a recognised university, or an equivalent qualification acceptable to the Board of MEL;
- (ii) Have at least 5 years' working experience in a Supervisory capacity; experience in public transportation;

Attributes:

- (i) Demonstrated proactive approaches to problem-solving with strong decision-making capability, ability to achieve high performance goals and meet deadlines in a fast-paced environment.
- (ii) Forward thinker who actively seeks opportunities and proposes solutions, highly resourceful team-player (people management) but with ability to also be extremely effective independently.
- (iii) Ability to maintain a high level of integrity and discretion in handling confidential information, be adaptable to various competing demands, and to deal courteously, diplomatic and tactfully at all levels
- (iv) Possess emotional maturity with excellent interpersonal skills, an inquisitive mind, and strong organisational skills that reflect ability to perform and prioritise multiple tasks seamlessly with exceptional attention to details
- (v) Possess excellent verbal and written communication skills (for investigation and report writing) and composed under pressure with ability to handle any station incidents asks seamlessly with exceptional attention to details.
- (vi) Flexibility to work subject to any exigencies needed by the business

Duties & Responsibilities:

- (i) Manage staff to ensure safety of employees, passengers, and the public in the premises of the rail systems;
- (ii) Review, analyse and prepare the HSE reports including analytics – weekly, monthly, quarterly;
- (iii) Ensure a high standard of customer service, cleanliness of the stations and facilities;
- (iv) Manage cash and all other fare related matters;
- (v) Smooth and efficient operations of the passenger facilities in stations and crowd control measures;
- (vi) Management of Station Operations & Customer Services in accordance with the rules, procedures, and guidelines;
- (vii) Support in the reviewing, planning and conduct of Contingency Plans/ Emergency Response Plans/ Crowd Control Plans; including support during Major Events etc.
- (viii) Responsible for station security and fares evasion;
- (ix) Investigate passenger's complaints and feedback;
- (x) Manage and report all incidents and emergency situations effectively;
- (xi) Check and ensure that appropriate signs are put up during a major service disruption to keep passengers informed and updated;
- (xii) Conduct regular inspection and monitor station premises to ensure that facilities, equipment and structures within the station premises are in good working condition;
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- (xiv) Conduct briefings on Operations Procedures and Work Instructions
- (xv) Responsible for reporting and following up on these faults to ensure they are rectified promptly;
- (xvi) Responsible for the performance monitoring of the staff;
- (xvii) Responsible for the rostering of Station Operations staff and perform administrative duties meticulously and systematically
- (xviii) Responsible for the refresher training/drills for Station Operations & Customer Services section
- (xix) Provide feedback and inputs to the training curriculum especially when doctrines or SOPs have changed and training manuals etc. have to be updated;
- (xx) To perform such other duties related to the main duties listed above or related to the roles ascribed to him/her.

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