

Internship & Work-Integrated Learning Center (iWIL)

JOB VACANCY FORM

Job Reference No.: JVP015

Company Name: **Serco (Dubai Metro)**

Bringing service to life

serco

Company Type: Private

Disclaimer

Job Position/Title:	Station Master	Academic Major:	All Majors
Salary Range:	15,000 AED	Years of Experience:	Fresh Graduate or 5 years
Job Location:	Dubai	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Male or Female
Job Description:	• Lead a team of Station Agents and Customer Service Agents to deliver a safe, reliable, world class and customer focused station services. • Shift /duty 'landlord' of a station and all persons working in a station are subject to his/her authority. • Ensuring that the station facilities are in a safe and good working order. • Provide effective communications and information with internal and external parties in an efficient and timely manner. • Deliver public announcements and ensure all train and station information is correct, clear and up to date. • Responsible for the efficient and safe evacuation of station premises in the event of fire or other emergency situations. • Monitor and maintain station operational status and ensure the safety and comfort of passenger movement within the station premise. • Undertake a comprehensive checking to the following: • All station equipment and facilities to ensure that they are in good order. • All staff are smartly presented and fully briefed prior to the start of shift. • Control and avoid overcrowding in station and platforms and to ensure that passengers are entering/exiting the station in an orderly fashion. • Deliver essential messages to passenger via audio or visual means in a timely and proactive manner to avoid confusion, frustration and anger. • Monitor and control the direction of the fare gates in accordance with the flow of passengers, and in the event of emergency. • Provide ticket sales, train services information and respond to passenger enquiries; • Distribute publicity materials and handle lost property. • Render all possible assistance to customers, in particular those with special needs, to enhance customer service and safety. • Managing and overseeing cash collection, management and reconciliation in the station when required. • Reporting faults and informing the Fault Controller (FC) of and any malfunction and failure of equipment. • Reporting faults and informing Train Controller of any occurrences which may have an impact on train operation. • Prepare incident/accident reports and inform concern authorities;		

Internship & Work-Integrated Learning Center (WIL)

	• Maintaining the DM001-OPE-STA-FO-00039 Station Logbook with details of all issues and incidents. • Meet and greet customers and provide a high level of customer service; • Conducts Performance Review for the Station Agents and Customer Service Agents within the assigned stations.
Minimum Qualifications:	Good in English and communication
No. of Positions Required:	45
Job Close Date:	December 2012

To Apply, UAEU Graduates/Alumni should send their CVs to:

ahmed.alqassim@serco.ae

JOB NAVIGATOR

Locating Your Career Path