Station Manager

Position Overview:

The Station Manager is responsible for overseeing the daily operations and management of a station in the Dubai Metro system. They ensure the safety and security of passengers and staff, while maintaining a high level of customer service. They work closely with other staff members and departments to ensure smooth and efficient operations.

Responsibilities:

• Organize emergency evacuation procedures during emergency situations.

• Ensure that the station facilities are in safe and good working condition.

• Attend and handle passenger complaints in the station.

• Deal with ill passengers and report to the Operation Control Centre and request for an ambulance or provide first aid if needed.

• Deal with contractors and visitors in the station and provide access.

• Report to the police in case if there is any crime or anti-social behavior.

• Maintain clean, safe working environments to eliminate accident risks.

• Lead and manage administrative staff to maintain smooth daily operations.

• Conduct briefings to Station Agents and indoctrinate them with the policy and procedures at the commencement of the day.

• Monitor, control and review CCTV cameras.

• Provide customer service to passengers.

Requirements:

• High School Diploma or equivalent, with additional education or training preferred.

• Previous experience in a management role, preferably in a transportation or service-related industry.

• Excellent communication and interpersonal skills.

• Strong leadership and problem-solving abilities.

• Ability to work well under pressure and handle multiple tasks simultaneously.

• Familiarity with emergency procedures and protocols.

• Proficiency in Microsoft Office Suite.

• Ability to speak Arabic and English fluently.

• First Aid Certificate and Emergency Responder Training.

Job Description: Information and Security Controller at Dubai Tram

Position Overview:

The Information and Security Controller is responsible for ensuring the security and safety of the Dubai Tram system, while maintaining optimal security standards. They are also responsible for delivering emergency procedures and liaising with police, firefighters, and medical staff as required.

Responsibilities:

• Monitor, authorize and record entrance and departure of vehicles and visitors.

• Secure doors and gates across office buildings and grounds, maintaining optimal security standards.

• Deliver emergency procedures and liaise with police, firefighters, and medical staff.

• Update team and coordinate responsibilities using a two-way radio system.

• Access CCTV and telecommunications recording systems for investigation purposes.

• Direct Customer Service Agents to respond and deal with incidents and events that happen in Dubai Tram Stations.

Requirements:

• High School Diploma or equivalent, with additional education or training preferred.

• Previous experience in a security or service-related industry.

• Excellent communication and interpersonal skills.

• Ability to work well under pressure and handle multiple tasks simultaneously.

• Familiarity with emergency procedures and protocols.

• Proficiency in Microsoft Office Suite.

• Ability to speak Arabic and English fluently.

• First Aid Certificate and Emergency Responder Training.