



DETAILED JOB DESCRIPTION

1. PASSENGER SERVICES MANAGER - KRBR158

Reporting to: General Manager – Rail Operations

Employment Type: Five (5) Year renewable Contract Subject to retirement age and performance

Work Station: Nairobi Terminus

Duties and Responsibilities

- i) Oversees the implementation of systems and strategies that guarantee reliable, efficient Passenger Train Service that meet customer satisfaction.
- ii) Involved in analyzing customer data and review policies and processes for service improvements.
- iii) Ensures customer satisfaction levels meet the industry standards.
- iv) Proposes mitigation actions to address service gaps.
- v) Ensures improvements on service levels and develops plans to resolve possible safety and security breaches.
- vi) Manage manpower deployment and develops on-the-job training programmes to improve the capability of team members.
- vii) Develops and implements marketing strategies to improve passenger performance.
- viii) Liaises with other departments for provision of reliable rolling stock.
- ix) Participates in train schedules preparation and communication to public.
- x) Managing Corporate clients in passenger services.
- xi) Participates in preparation of proposed tariffs adjustments for passenger service.
- xii) Ensure Company Policies are implemented in Passenger Services Operation.
- xiii) Participates in supplier engagement and management.
- xiv) External Contracts Management

- xv) Participates in stakeholder engagement in building business relationships, to enhance Passenger Service Operation and identifying future opportunities.
- xvi) Coordinates performance contracting targets and work plans in achieving passenger services objectives.
- xvii) Reviewing and recommends division's optimal staffing capacity to ensure uninterrupted service delivery.
- xviii) Participates in identifying and implementing change initiatives to achieve the desired culture and business plans.
- xix) Participate in budget planning.
- xx) Oversees formulation and implementation of the Safety Management Plans (SMP) in Passenger Services Operations.
- xxi) Ensure compliance of Quality Management System and Risk Management in Passenger Service Operations to meet the requirements of ISO Standards.

Requirements for the job

- i) Master's Degree in Leadership and Management or equivalent in a recognized institution.
- ii) Bachelor's Degree in Business Administration or an equivalent in a recognized Institution
- iii) Member of a relevant Professional Body
- iv) A Minimum of ten (10) year's relevant work experience, at least five (5) Years' experience in Senior Management position.
- v) Undertaken a management course lasting not less than four (4) weeks from a recognized institution.
- vi) Proficiency in computer applications.
- vii) Meets the requirements of Chapter Six of the Constitution of Kenya 2010.

Skills and Competences

- i) Management and Leadership skills.
- ii) Customer service skills.
- iii) Ability to demonstrate patience and remain calm in stressful situations.
- iv) Effective communication and interpersonal skills.
- v) Ability to maintain confidentiality of information obtained in the course of work.