

Supervisor at Keolis: more than a job, an experience!

This corporate video presents the role of a supervisor within the Keolis Group, through the testimony of Rokhiyatou.

Dialogue:

«What I like most about my job is feeling useful and helping people without them even realizing it.

Before joining the Keolis Group,
I worked for seven years in the banking sector.
I was first a front-desk advisor, then a customer advisor.

After that, I wanted to change my career path.
I met my public transport training school,
and one of my classmates told me about the Group
and the supervisor position.
Following that, I applied, and today, here I am.

I was able to transfer skills
that I previously used in my role as a customer advisor,
especially all the interpersonal aspects.

The supervisor's main responsibilities
are to ensure that the transport plan is respected.
This includes managing human resources,
meaning the day-to-day management of drivers,
as well as managing rolling stock,
which means managing trains.

The relationship with drivers is very close,
simply because the supervisor
supports the driver throughout
their entire working day,
from the start of their shift to the end.

We are their first point of contact,
and it is up to us to find a solution
if they encounter a problem.

The qualities needed to be a supervisor
are patience, versatility, autonomy,
the ability to work as part of a team,
but above all, in my opinion,
responsiveness is the most important.

Team spirit is essential.

When an incident occurs,
we immediately understand each other,
create cohesion,
and resolve the situation as quickly as possible.

If I had one piece of advice
for someone joining the Group,
it would be to be committed and motivated from the start,
and not to hesitate to ask for help.

Because the company's greatest strength
is that there is always someone to support you.
You have to be committed, motivated,
and above all, never give up.

If I had to describe the company in three words,
they would be: team, versatility, and mobility.»