

SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – WASTE AND RECYCLABLES COLLECTION SUPERVISOR		
Sector	Environmental Services	
Track	Waste Collection	
Occupation	Supervisor	
Job Role	Waste and Recyclables Collection Supervisor	
Job Role Description	<p>The Waste and Recyclables Collection Supervisor is responsible for supervising waste and recyclables collection services. This includes implementing operation work plans, assisting with the planning of waste and recyclables collection routes, and planning designated and alternate routes for collection to improve work processes. He/She is also required to provide guidance to his team.</p> <p>He works in a waste management facility and perform site visits when necessary. He also oversees the handling of potentially dangerous materials and ensures that all activities are completed in a safe and efficient manner. He is constantly exposed to unpleasant sights and smells and may at times be exposed to dangerous and/or toxic substances.</p> <p>He is physically fit, responsive, able to multi-task and capable of interacting with stakeholders.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage waste and recyclables collection services	Assist in route planning for waste and recyclables collection operations
		Communicate with the teams on assigned routes
		Monitor waste and recyclables collection operations to ensure quality service delivery
		Ensure team adheres to safety measures during operations
		Evaluate reported affected routes and report to appropriate persons to ensure continuation of waste and recyclables collection operations
		Implement operation plans to improve work processes and service quality
	Manage inventory, equipment and maintenance schedule	Ensure stocks of tools and equipment are in order
		Ensure replenishment orders are fulfilled on a regular basis
	Manage teams	Evaluate reported equipment faults and inform appropriate person
		Assist in planning work schedules and deployment of manpower
		Provide appropriate guidance to teams to ensure operations are running efficiently
		Facilitate effective work processes
	Manage incidents	Provide feedback and recommend process improvements to the team
		Attend to enquiries from clients and teams
		Report operational abnormalities to the authorities

	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Skills & Competencies	Conflict Management	Level 4	Communication
Customer Management		Level 2	Problem Solving	Intermediate
Effectiveness Management		Level 3	Decision Making	Intermediate
Emergency Response Management		Level 2	Managing Diversity	Intermediate
Equipment and Inventory Management		Level 2	Developing People	Basic
Hazardous Material Management		Level 3		
Incident and Accident Investigation		Level 2		
Internet of Things Management		Level 3		
Learning and Development		Level 2		
Process Improvement and Optimisation		Level 3		
Process Quality Management		Level 3		
Stakeholder Management		Level 3		
Transport Route and Schedule Planning		Level 2		
Waste Collection Management		Level 3		
Workplace Safety and Health Culture Development		Level 3		
Workplace Safety and Health Performance Management		Level 2		
Workplace Safety and Health Practices Implementation		Level 3		
Programme Listing	For a list of Training Programmes available for the Environmental Services sector, please visit: www.skillsfuture.sg/skills-framework/environmental-services			

The information contained in this document serves as a guide.