

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES  
SKILLS MAP – WASTE AND RECYCLABLES COLLECTION MANAGER**

<b>Sector</b>	Environmental Services	
<b>Track</b>	Waste Collection	
<b>Occupation</b>	Manager	
<b>Job Role</b>	<b>Waste and Recyclables Collection Manager</b>	
<b>Job Role Description</b>	<p>The Waste and Recyclables Collection Manager manages the overall waste and recyclables collection operations. He/She is required to evaluate data and reports to develop suitable operation plans to improve work procedures and collaborate with appropriate persons to forecast service demands. He also oversees the planning and implementation of the waste collection routes, maintenance schedules of all waste collection equipment and manage incidents related to waste and recyclables collection.</p> <p>He works in a waste management facility and perform site visits when necessary. He is expected to manage the waste and recyclables collection team and communicate with his stakeholders and clients as part of his role in performing operation duties.</p> <p>He is organised, responsive, approachable, resourceful, service-oriented leader, able to multi-task and manage operations effectively.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Manage waste and recyclables collection services	Maintain oversight of all waste and recyclables collection operations to ensure quality service delivery
		Ensure waste and recyclables collection teams adhere to safety measures during waste and recyclables collection operations
		Forecast service demands in collaboration with relevant persons
		Evaluate and review data and/or reports for waste and recyclables collection process improvement
		Evaluate research outcomes on existing and emerging trends on waste and recyclables collection
		Develop and review operation plans to improve work procedures and quality service delivery
		Drive implementation of new and/or revised processes
	Manage vehicle routing and scheduling	Maintain oversight on the planning of suitable waste and recyclables collection routes
		Evaluate and approve proposed alternative waste and recyclables collection routes arising from seasonal peaks
		Develop and review route planning procedures
	Manage inventory, equipment and maintenance schedule	Manage the implementation of new technology and/or equipment and/or maintenance schedules of tools and equipment
		Review reported mechanical faults and determine appropriate action to be taken
		Evaluate and select suitable equipment and/or technologies to improve waste and recyclables collection operations based on organisation and service requirements
		Develop equipment maintenance schedules for tools and equipment
	Manage teams	Manage the planning of work schedules and deployment of manpower
		Develop plans to promote good teamwork in alignment with organisational core values
		Manage the capability development of staff
	Manage incidents	Analyse and manage major incidents and emergencies in collaboration with relevant persons
		Make critical decisions to resolve major incidents and emergencies
Review incident and emergency reports		
Manage and report incident and emergency investigations		

	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)			
	<b>Skills &amp; Competencies</b>	Automation Research and Implementation	Level 4	Leadership	Advanced	
Business Continuity Management		Level 4	Resource Management	Advanced		
Business Development		Level 4	Decision Making	Advanced		
Conflict Management		Level 5	Communication	Advanced		
Customer Management		Level 5	Digital Literacy	Advanced		
Data and Statistical Analytics		Level 5				
Effectiveness Management		Level 5				
Emergency Response Management		Level 3				
Equipment and Inventory Management		Level 3				
Hazardous Material Management		Level 4				
Incident and Accident Investigation		Level 3				
Internet of Things Management		Level 5				
Knowledge Management		Level 4				
Learning and Development		Level 5				
Market Research		Level 4				
Process Improvement and Optimisation		Level 5				
Process Quality Management		Level 5				
Risk Management and Administration		Level 5				
Robotics and Automation Application		Level 5				
Stakeholder Management		Level 5				
Strategy Planning		Level 5				
Transport Management System Administration		Level 5				
Transport Route and Schedule Planning		Level 4				
Waste Collection Management		Level 4				
Waste Material Loading and Unloading Administration	Level 4					
Workplace Safety and Health Culture Development	Level 4					
Workplace Safety and Health Practices Implementation	Level 4					
<b>Programme Listing</b>	For a list of Training Programmes available for the Environmental Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/environmental-services">www.skillsfuture.sg/skills-framework/environmental-services</a>					

The information contained in this document serves as a guide.