

SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – PEST CONTROL TECHNICIAN				
Sector	Environmental Services			
Track	Pest Management			
Occupation	Pest Controller			
Job Role	Pest Control Technician			
Job Role Description	<p>The Pest Control Technician executes technical processes involved in pest management independently and when required, manages a team of workers. He/She performs pest management work by applying appropriate pest management mitigation and prevention methods. He uses both chemical and/or non-chemical based pest management methods as well as tools and equipment for both on-site and off-site pest management. He identifies issues on-site and recommends appropriate techniques to handle pests and infested areas. He also performs routine maintenance of tools and equipment and prepares chemicals to be used in pest management works.</p> <p>He is able to make use of tools and equipment and automation technology to aid him in his work. He is expected to perform his work indoors and/or outdoors and is required to adhere to safety procedures and protocols given the hazards involved with pests, chemicals, work environment and implications to the general public.</p> <p>He should be physically fit, task-oriented and an able leader to lead the workers on-site. He should have an eye for details to resolve issues on-site and an effective communicator with stakeholders.</p>			
Critical Work Functions, Key Tasks and Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)	
			Plan pest management operations	Provide inputs to the manpower and resource planning for pest management work
				Perform site assessment to determine scope of work
	Prepare pest inspection reports for planning of pest management work to be carried out			
	Handle tools and equipment	Adhere to applicable workplace safety and health (WSH) regulations and usage of personal protective equipment (PPE)		
		Follow maintenance checklists for safety and functionality checks on tools and equipment		
Perform routine maintenance of tools and equipment				
			In accordance with: Control of Vectors and Pesticides Act	

		Operate automated equipment and perform troubleshooting when necessary		
		Repair tools and equipment and change spare parts		
	Execute pest management services	Prepare and/or allocate work site areas for pest management work by segregation		
		Identify and analyse the types of pests to be handled		
		Prepare and allocate chemical and/or non-chemical-based pest management methods to eliminate pest infestation		
		Manage team and guide workers to perform pest management work with the use of chemical and/or non-chemical-based methods and required equipment on-site		
		Resolve technical and/or manpower challenges that may impact pest management work on-site		
		Manage pest disposal and reinstate work site		
		Prepare work site reports to track work progress		
	Handle incidents	Recommend preventive measures to clients on pest management		
Respond to incidents and emergencies as directed				
	Report operational abnormalities to the appropriate person			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Customer Management	Level 2	Communication	Intermediate
	Effectiveness Management	Level 3	Interpersonal Skills	Intermediate
	Emergency Response Management	Level 2	Service Orientation	Intermediate
	Equipment Maintenance Management	Level 2	Teamwork	Intermediate
	Incident and Accident Investigation	Level 2	Decision Making	Basic
	Learning and Development	Level 2		
	Pest Behavioural Management	Level 2		
	Pest Control Detection and Monitoring Application	Level 2		

	Pest Control Site Assessment and Analysis	Level 2		
	Pest Disposal Management	Level 2		
	Pesticide Application	Level 2		
	Risk Management and Administration	Level 2		
	Stakeholder Management	Level 3		
	Workplace Safety and Health Culture Development	Level 2		
	Workplace Safety and Health Practices Implementation	Level 1		
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.