

| SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES SKILLS MAP – PEST CONTROL MANAGER | | | |
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| Sector | Environmental Services | | |
| Track | Pest Management | | |
| Occupation | Manager | | |
| Job Role | Pest Control Manager | | |
| Job Role Description | <p>The Pest Control Manager oversees pest management operations. He/She may manage multiple sites or projects concurrently and is able to manage resources effectively. He establishes operational standards and procedures for the organisation and drives the adoption of technologies for enhancing productivity and effectiveness of pest management operations. He is also involved in business development activities, including the development of proposals for getting new contracts, launch of new products and the development of marketing collaterals to grow the organisation's brand.</p> <p>He is required to balance his time between planning and reviewing progress reports in office, and monitoring of work sites with the aid of technology. He is required to engage with both internal and external stakeholders as part of his work.</p> <p>He is an efficient planner and operations manager, often required to manage within resource constraints. He should be an effective communicator and competent in problem solving as well as resolving conflicts. He should also be proficient in collaboration and stakeholder management to meet organisation's goals and clients requirements.</p> | | |
| Critical Work Functions, Key Tasks and Performance Expectations | Critical Work Functions | Key Tasks | Performance Expectations (For legislated / regulated occupations) |
| | Execute business development | Collaborate with the teams in the management of contracts and development of marketing collaterals for business development | In accordance with: Control of Vectors and Pesticides Act |
| | | Participate in tender interviews, pitch meetings and/or marketing presentations to potential clients to showcase technical capability and experience | |
| | | Undertake site visits to resolve onsite challenges that may impact the scope of work or achievement of contract criteria | |
| | | Evaluate the technical and commercial feasibility of the scope of work with respect to the organisation's technical capability and commercial considerations | |

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| | | Develop cost and effort estimates to draft technical and commercial proposals to bid for a tendered contract |
| | Plan pest management operations | Attend client briefings to establish expectations, key performance indicators (KPIs), service level agreements (SLAs) and related protocols |
| | | Conduct detailed site assessments to determine actual scope of work on site and associated risks and challenges |
| | | Plan the requirements for manpower, materials, tools and equipment as well as supervision for the site, in consideration of budget and contract specifications |
| | | Establish action plans to enhance the effectiveness of pest management operations |
| | | Procure and allocate mechanised and automated equipment for pest management work |
| | | Attend new product launches for pest management operations and service enhancements |
| | | Plan the work schedules of teams to ensure pest management work is done effectively |
| | | Execute pest management services |
| | Advise on technical and manpower challenges pertaining to pest management work | |
| | Review site operations to track progress and allocate resources effectively | |
| | Review data obtained to establish and/or review procedures, protocols and guidelines for pest management work on site | |
| | Manage safety of pest management services | Enforce workplace safety and health (WSH) regulations |
| | | Assess the risks associated with pest management work on site to establish safety procedures and protocols |

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| | | Establish safety procedures, protocols and guidelines for pest management work on site | | |
| | Manage team | Resolve staff conflicts, grievances and disputes | | |
| | | Manage capability development of staff | | |
| | | Develop plans to promote good teamwork that align with organisational core values | | |
| | 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 | | |
| Skills and Competencies | Technical Skills and Competencies | | Generic Skills and Competencies | |
| | Business Development | Level 4 | Leadership | Advanced |
| | Business Negotiation | Level 4 | Communication | Advanced |
| | Conflict Management | Level 4,5 | Decision Making | Advanced |
| | Contract Preparation, Evaluation, Negotiation and Tendering | Level 3,4 | Resource Management | Advanced |
| | Contract/Vendor Management | Level 3,4 | Problem Solving | Advanced |
| | Customer Management | Level 4,5 | | |
| | Effectiveness Management | Level 4 | | |
| | Financial Management | Level 4 | | |
| | Learning and Development | Level 4,5 | | |
| | Market Research | Level 3,4 | | |
| | Pest Behavioural Management | Level 4 | | |
| | Pest Control Detection and Monitoring Application | Level 4 | | |

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| | Pest Control Site Assessment and Analysis | Level 4 | | |
| | Pest Disposal Management | Level 4 | | |
| | Process Improvement and Optimisation | Level 4 | | |
| | Process Quality Management | Level 4 | | |
| | Risk Management and Administration | Level 4 | | |
| | Stakeholder Management | Level 4 | | |
| | Workplace Safety and Health Performance Management | Level 3,4 | | |
| | 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.