

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
SKILLS MAP – PEST CONTROL SUPERVISOR**

Sector	Environmental Services		
Track	Pest Management		
Occupation	Pest Controller		
Job Role	Pest Control Supervisor		
Job Role Description	<p>The Pest Control Supervisor executes processes involved in pest management independently and manages teams of workers in multiple pest management projects. This includes planning of pest management work, incident management and managing equipment and resources used in multiple project sites. He/She oversees pest management work using chemical and/or non-chemical based pest management mitigation and prevention methods, tools and equipment for the purpose of pest removal for both on-site and off-site work areas. He manages issues on-site and implements appropriate techniques and measures to handle pests and infested areas.</p> <p>The work requires high amount of planning and coordination, preparation of work reports, usage of chemicals, mechanised and automated equipment as well as oversight of execution of pest management works. He is expected to perform his work indoors and/or outdoors and enforce strict compliance 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 teams on-site. He should have an eye for details to be able to resolve issues on-site. He possesses effective verbal and written communication skills to manage the teams and stakeholders and to prepare accurate reports.</p>		
Critical Work Functions, Key Tasks and Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)
	Plan pest management operations	Oversee manpower and resource planning for pest management work	In accordance with: Control of Vectors and Pesticides Act
		Conduct quality assurance checks and site assessment to evaluate work performance of team members	
		Coordinate and complete pest inspection reports submitted by team members	
	Handle tools and equipment	Enforce compliance to applicable workplace safety and health (WSH) regulations and usage of personal protective equipment (PPE)	
Review maintenance checklist for safety and functionality checks on tools and equipment			

		Coordinate and ensure the optimal use of tools and equipment		
		Supervise team on troubleshooting issues for tools and equipment		
		Troubleshoot issues pertaining to mechanised and automated equipment		
	Execute pest management services	Oversee work site areas for pest management work by segregation		
		Interpret plans, specifications and government regulations for various chemical agents		
		Guide team members in the use of chemical and/or non-chemical based methods and required equipment on-site		
		Manage technical and/or manpower challenges that may impact pest management work on-site		
		Coordinate and complete work site reports		
		Liaise with clients to implement appropriate mitigation measures on pest management		
	Manage incidents	Respond to major incidents and emergencies		
		Report and update on major incidents and emergencies to the management		
	Manage team	Manage staff conflicts, grievances and disputes		
		Provide coaching and feedback to improve team performance		
		Provide on-the-job training to enhance capabilities of team members and/or direct reports		
		Act as mentor to team members and/or direct reports		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Customer Management	Level 3	Communication	Intermediate
	Effectiveness Management	Level 3	Developing People	Intermediate
	Emergency Response Management	Level 3	Leadership	Intermediate
	Equipment Maintenance Management	Level 3	Service Orientation	Intermediate
	Incident and Accident Investigation	Level 3	Resource Management	Intermediate
	Learning and Development	Level 3		

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