

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT				
SKILLS MAP - SENIOR INTERCHANGE SUPERVISOR/INTERCHANGE SUPERVISOR				
Sector	Public Transport			
Track	Bus Operations			
Sub-Track	Bus Interchange Management			
Occupation	Bus Operations Supervisor			
Job Role	Senior Interchange Supervisor/Interchange Supervisor			
Job Role Description	<p>The Senior Interchange Supervisor/Interchange Supervisor is responsible for supervising day-to-day bus interchange operations to provide efficient and reliable bus services to passengers. He/She monitors the regulating of bus services and redeployment of Bus Captains to ensure service reliability, and supervises the management of bus interchange facilities and security. He is responsible for liaising with vendors to carry out contract works and acts as the liaising officer for lost and found items. As a team leader, he supports the team in addressing passenger issues, allocates team duties, and manages team performance and development. He also prepares contingency plans for incident and/or accident management, operationalises procedures for compliance management, and proposes areas for continuous improvement.</p> <p>He is a resourceful individual with strong communication skills and is able to work collaboratively with others. He works on rotating shifts within the bus interchange and may be required to work on some weekends and public holidays.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage bus interchange operational activities	Key Tasks	
			Supervise the monitoring of bus arrivals and departures	
			Supervise the regulating of bus service departure timings to maintain service regularity	
			Supervise the redeployment of Bus Captains to maintain bus service regularity	
			Supervise the provision of customer service to ensure the achievement of service standards	
			Review passenger issues to provide resolution	
			Supervise traffic and crowd control	
			Implement lost and found processes and procedures	
			Monitor the conduct of security checks to ensure adherence with security protocols	
			Liaise with vendors to carry out facilities maintenance work at the bus interchange	
	Manage incidents and/or accidents	Execute recovery actions for incidents and/or accidents in the bus interchange		
		Document the occurrence of incidents and/or accidents in the bus interchange		
		Develop contingency plans for managing incidents and/or accidents in the bus interchange		
	Contribute to continuous improvement activities to enhance service standards	Propose improvements to enhance operational efficiency		
		Assist with the implementation of improvement initiatives to improve operational efficiency		
	Manage people and team performance	Review manpower allocation and staff duty rosters for daily operations		
Manage team performance to achieve Key Performance Indicators (KPIs)				
Review driving standards of Bus Captains				
Identify training needs for Bus Captains				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Bus Interchange Operations	Level 3	Communication	Intermediate
	Bus Regulatory Compliance	Level 3	Problem Solving	Intermediate
	Continuous Improvement Management	Level 3	Teamwork	Intermediate
	Crisis Management	Level 3	Interpersonal Skills	Intermediate
	Crowd Management	Level 3	Leadership	Intermediate
	Health and Fatigue Risk Management	Level 3		
	Manpower Planning and Deployment	Level 3		
	People Development	Level 3		
	Report Writing	Level 1		
	Security Management	Level 1		
	Service Excellence	Level 2		

	Staff Performance Management	Level 3		
	Vendor Management	Level 3		
	Workplace First-Aid	Level 1		
	Workplace Safety and Health Culture Development	Level 3		
	Workplace Safety and Health for Fire Prevention and Fire Fighting	Level 1		
	Workplace Safety and Health for Incident and Accident Investigation	Level 3		
	Workplace Traffic Safety Management	Level 3		
Programme Listing	For a list of Training Programmes available for the Public Transport sector, please visit: www.skillsfuture.sg/skills-framework/public-transport			

The information contained in this document serves as a guide.