

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT				
SKILLS MAP - SENIOR INTERCHANGE OFFICER/SENIOR INTERCHANGE ASSISTANT/INTERCHANGE OFFICER/INTERCHANGE ASSISTANT				
Sector	Public Transport			
Track	Bus Operations			
Sub-Track	Bus Interchange Management			
Occupation	Bus Operations Officer			
Job Role	Senior Interchange Officer/Senior Interchange Assistant/Interchange Officer/Interchange Assistant			
Job Role Description	<p>The Senior Interchange Officer/Senior Interchange Assistant/Interchange Officer/Interchange Assistant performs day-to-day operations at the bus interchange to support the smooth running of bus services to serve passengers. To ensure bus service regularity, he/she monitors bus arrival and departure timings, regulates bus departure timings, redeploys Bus Captains to operate bus service routes, and conducts bus checks to ensure service readiness. He takes on the role of a service ambassador to help passengers in need of assistance, and is also responsible for ensuring the safety of passengers by performing traffic and crowd control and daily security checks, and providing support to respond to incidents and accidents. He supports compliance management to fulfil organisational and legislative requirements and provides feedback on gaps in operational efficiency to contribute towards continuous improvement.</p> <p>He is a service-oriented individual with strong interpersonal skills, and is able to communicate effectively and work systematically. He works on rotating shifts within the bus interchange and may be required to work on weekends and public holidays. He is required to possess a valid Class 4 or 4A driving licence and Omnibus Driver's Vocational Licence as administered by the Land Transport Authority (LTA), if his assigned job responsibility includes driving buses for relocation across bus interchanges.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage bus interchange operational activities	Key Tasks	
			Monitor bus arrival and departure timings	
			Regulate bus service departure timings to maintain service regularity	
			Redeploy Bus Captains to maintain bus service regularity	
			Conduct checks on bus controls and on-board equipment for service readiness	
			Provide customer service to passengers	
			Identify commuter concerns for resolution or escalation to the appropriate authority	
			Perform traffic and crowd control	
			Perform security checks within the bus interchange premises	
			Drive buses for relocation within and/or across bus interchanges	
	Support compliance with bus regulatory requirements and Workplace Safety and Health (WSH) policies, procedures, and regulations			
	Manage incidents and/or accidents	Provide support to respond to incidents and/or accidents in the bus interchange		
Assist to document the occurrence of incidents and/or accidents in the bus interchange				
Contribute to continuous improvement activities to enhance service standards	Provide feedback on gaps in operational efficiency to support continuous improvement			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Bus Interchange Operations	Level 2	Service Orientation	Basic
	Bus Regulatory Compliance	Level 2	Communication	Basic
	Bus Vehicle Operations	Level 2	Decision Making	Basic
	Continuous Improvement Management	Level 2	Problem Solving	Basic
	Crisis Management	Level 2	Teamwork	Basic
	Crowd Management	Level 2		
	Health and Fatigue Risk Management	Level 2		
	Report Writing	Level 1		
	Security Management	Level 1		
	Service Excellence	Level 1		
	Workplace First-Aid	Level 1		
	Workplace Safety and Health Culture Development	Level 2		
	Workplace Safety and Health for Fire Prevention and Fire Fighting	Level 1		
	Workplace Safety and Health for Incident and Accident Investigation	Level 2		
Workplace Traffic Safety Management	Level 2			

**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.