

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - CHIEF BUS CAPTAIN/MASTER BUS CAPTAIN					
Sector	Public Transport				
Track	Bus Operations				
Sub-Track	Bus Service Route Operations				
Occupation	Rail Operations Officer				
Job Role	Chief Bus Captain/Master Bus Captain				
Job Role Description	<p>The Chief Bus Captain/Master Bus Captain is responsible for the safe operation of various bus types on scheduled routes and timetables. He/She performs bus checks prior to service commencement and upon service termination as part of the routine operational inspection procedures. He has to work closely with the Bus Operations Control Centre (BOCC) when operating buses on the road to ensure adherence to scheduled journey timings, and to seek instructions and support during the occurrence of incidents and/or accidents. He is also expected to provide customer service to passengers. As a Chief Bus Captain/Master Bus Captain, he acts as a role model to drive service culture and supports team performance through coaching and briefings. He also conducts assessments for new bus service routes and supports continuous improvement initiatives and special event projects as a key member of the team.</p> <p>He is an independent individual who is able to handle stressful situations when driving on the road. He demonstrates a strong service excellence mindset and is able to influence others towards achieving common goals. He performs duties on rotating shifts which include carrying out duties on weekends and/or public holidays. He is required to obtain a valid Class 4 or 4A driving licence and Omnibus Driver's Vocational Licence as administered by the Land Transport Authority (LTA).</p>				
Critical Work Functions and Key Tasks	Critical Work Functions	Operate bus service routes	Key Tasks	Performance Expectations	
			Conduct pre-trip checks on bus controls, devices, and equipment to ensure service readiness		Class 4 or 4A driving licence and Omnibus Driver's Vocational Licence
			Drive buses in accordance with assigned bus service routes and timetables		
			Liaise with the Bus Operations Control Centre (BOCC) on irregularities encountered during bus service route operations		
			Monitor passengers' adherence to payment of bus fares		
			Provide customer service to passengers		
			Conduct post-trip checks on bus interiors and exteriors to prepare for post-operation procedures		
			Comply with bus regulatory requirements and traffic rules and regulations		
	Support the planning and execution of bus service route operations for special events				
	Manage incidents and/or accidents	Respond to incidents and/or accidents as guided by the BOCC and/or organisational operating procedures			
		Report the occurrence of incidents and/or accidents			
	Contribute to continuous improvement activities to enhance service standards	Conduct risk assessments for new and revised bus service routes			
		Assess travelling times of new and revised bus service routes			
Propose operational improvements to enhance service standards					
Act as a role model for service excellence to drive service culture among Bus Captains					
Support team performance	Provide coaching to junior staff				
	Conduct briefings to Bus Captains to disseminate important updates on bus service route operations				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)		
	Bus Equipment and Systems Operation	Level 2	Leadership	Advanced	
	Bus Fare Management	Level 2	Communication	Intermediate	
	Bus Regulatory Compliance	Level 3	Service Orientation	Advanced	
	Bus Service Route Operations Training and Development	Level 3	Problem Solving	Intermediate	
	Bus Vehicle Operations	Level 2	Developing People	Advanced	
	Crisis Management	Level 2			
	Health and Fatigue Risk Management	Level 1			
	People Development	Level 3			
	Service Excellence	Level 3			
	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 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.