

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - SENIOR BUS CAPTAIN						
Sector	Public Transport					
Track	Bus Operations					
Sub-Track	Bus Service Route Operations					
Occupation	Bus Operations Officer					
Job Role	Senior Bus Captain					
Job Role Description	<p>The Senior Bus Captain is responsible for the safe operation of various bus types on scheduled routes and timetables. He/She performs bus checks to ensure bus readiness for service commencement as well as to prepare the bus for post-trip procedures upon service termination. He is required 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 in need of assistance and to contribute towards continuous improvement by identifying and proposing areas for improvement. As a Senior Bus Captain, he takes on the responsibility to assist in the conduct of assessments for new bus service routes, and may be required to provide coaching to guide junior staff.</p> <p>He is an independent individual who is able to handle stressful situations when driving on the road. He possesses a customer-centric mindset and an encouraging disposition for guiding and coaching others. 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 License 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					
	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	Assist in the conduct of risk assessments for new and revised bus service routes				
		Assist in the conduct of travelling time assessments for new and revised bus service routes				
		Propose operational improvements to enhance service standards				
Support team performance	Provide coaching to junior staff					
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)			
	Bus Equipment and Systems Operation	Level 2	Communication	Intermediate		
	Bus Fare Management	Level 2	Service Orientation	Intermediate		
	Bus Regulatory Compliance	Level 2	Teamwork	Intermediate		
	Bus Service Route Operations Training and Development	Level 3	Decision Making	Intermediate		
	Bus Vehicle Operations	Level 2	Interpersonal Skills	Intermediate		
	Crisis Management	Level 2				
	Health and Fatigue Risk Management	Level 1				
	People Development	Level 3				
	Service Excellence	Level 2				
	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.