

| SKILLS FRAMEWORK FOR PUBLIC TRANSPORT | | | | |
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| SKILLS MAP - SENIOR ASSISTANT STATION MANAGER/ASSISTANT STATION MANAGER | | | | |
| Sector | Public Transport | | | |
| Track | Rail Operations | | | |
| Sub-Track | Station and Train Operations | | | |
| Occupation | Rail Operations Officer | | | |
| Job Role | Senior Assistant Station Manager/Assistant Station Manager | | | |
| Job Role Description | <p>The Senior Assistant Station Manager/Assistant Station Manager supports the day-to-day operations of the train station, which includes preparing the station for rail service, conducting security patrols at station premises and on train platforms, providing customer service, and performing duties in the Passenger Service Centre.</p> <p>He/She monitors commuter flow and manages crowds during peak hours and/or during service degradation. He carries out first-line recovery of station equipment and systems, performs the duty of an emergency train operator when required, and supports the implementation of procedures for rail incidents and/or emergencies. He also performs person-in-charge duties, manages access to the station, and assists in track access and procession by maintenance teams and/or service providers.</p> <p>He works in a fast-paced and customer-facing environment, and possesses a service-oriented mindset and pleasant disposition. He is able to multi-task effectively when responding to station operation requirements.</p> | | | |
| Critical Work Functions and Key Tasks | Critical Work Functions | Support station operations and requirements | Provide customer service to commuters | |
| | | | Perform crowd control to facilitate the movement of commuters within stations and on train platforms | |
| | | | Conduct security patrols within stations and on train platforms | |
| | | | Facilitate checks on authorised personnel accessing restricted station premises | |
| | | | Identify maintenance and/or repair works required for faulty station facilities and equipment | |
| | | | Enforce the compliance of sections of the Rapid Transit System (RTS) Act related to commuters | |
| | | | Comply with Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work | |
| | | | Comply with the RTS Codes of Practice | |
| | Manage incidents and/or accidents | Perform first-line operational recovery of station and train systems | | |
| | | Disseminate operational and service information to relevant staff and commuters during rail incidents and/or accidents | | |
| | | Assist in the investigation of rail incidents and/or accidents | | |
| | | Respond to rail incidents and/or accidents in the station in accordance with assigned roles and responsibilities | | |
| | Manage track access | Prepare and support track access procedures | | |
| | | Deploy protective measures to facilitate safe track access | | |
| Support continuous improvement activities to enhance service reliability | Participate in operational drills to support the review of operating standards and procedures | | | |
| | Propose workflow improvements to enhance operational efficiency of station operations | | | |
| Skills & Competencies | Technical Skills & Competencies | | Generic Skills & Competencies (Top 5) | |
| | Civil Emergency Management | Level 1 | Communication | Basic |
| | Crowd Management | Level 2 | Sense Making | Basic |
| | Health and Fatigue Risk Management | Level 2 | Service Orientation | Intermediate |
| | Innovation Management | Level 2 | Interpersonal Skills | Intermediate |
| | Passenger Train Operations | Level 2 | Decision Making | Basic |
| | Rail Emergency Response Management | Level 2 | Problem Solving | Basic |
| | Rail Incident Management | Level 1 | Teamwork | Basic |
| | Rail Regulatory Compliance | Level 2 | Digital Literacy | Basic |
| | Security Management | Level 2 | Computational Thinking | Basic |
| | Service Excellence | Level 1 | Managing Diversity | Basic |
| | Track Access Management | Level 2 | Virtual Collaboration | Basic |
| | Train Fare and Ticket Management | Level 1 | Resource Management | Basic |

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| | Train Station Operations Management | Level 2 | Leadership | Basic |
| | Workplace Facilities Safety Management | Level 2 | Creative Thinking | Basic |
| | Workplace First-Aid | Level 2 | Lifelong Learning | Basic |
| | Workplace Safety and Health Culture Development | Level 2 | Developing People | Intermediate |
| | Workplace Safety and Health for Fire Prevention and Fire Fighting | Level 1 | Transdisciplinary Thinking | Basic |
| | Workplace Safety and Health for Incident and Accident Investigation | Level 2 | Global Mindset | Basic |
| 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.