

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - CUSTOMER SERVICE OFFICER/ROVER				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Station and Train Operations			
Occupation	Rail Operations Officer			
Job Role	Customer Service Officer/Rover			
Job Role Description	<p>The Customer Service Officer/Rover supports day-to-day train services and operations, which include conducting patrols on passenger trains and at station premises to ensure the operability of equipment, performing first-line recovery of train and station equipment malfunctions, and serving as an emergency train operator.</p> <p>He/She works on rotating shifts and performs duties at train station premises, in passenger trains, and from the cabs of trains. He possesses good situational awareness, and is able to communicate professionally via public announcement systems to convey train service information to commuters.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Support train operations and requirements	Key Tasks	
			Provide customer service to commuters	
			Report train operational status and irregularities while on duty	
			Broadcast train service information to commuters	
			Conduct visual inspections on board moving trains to check for obstructions on train tracks	
			Conduct security patrols in trains	
			Enforce the compliance of sections of the Rapid Transit System (RTS) Act related to commuters	
	Comply with the RTS Codes of Practice			
	Comply with Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work			
	Manage rail incidents and/or accidents	Perform first-line operational recovery during occurrences of train faults		
		Operate passenger trains during occurrences of rail incidents and/or accidents		
		Assist in the investigation of rail incidents and/or accidents		
		Respond to rail incidents and/or accidents in passenger trains		
Carry out follow-up actions to prevent the recurrence of rail incidents and/or accidents				
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 rail operational efficiency			
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	Basic
	Innovation Management	Level 2	Interpersonal Skills	Basic
	Passenger Train Operations	Level 2	Teamwork	Basic
	Rail Emergency Response Management	Level 1		
	Rail Incident Management	Level 1		
	Rail Regulatory Compliance	Level 2		
	Security Management	Level 1		
	Service Excellence	Level 1		
	Track Access Management	Level 2		
	Train Station Operations Management	Level 2		
	Train Fare and Ticket Management	Level 2		
	Workplace Facilities Safety Management	Level 2		
	Workplace First-Aid	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	
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.