

SMRT

Recruitment

JOB LISTING BOOKLET

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About e2i (Employment and Employability Institute)

e2i is the empowering network for workers and employers seeking employment and employability solutions. e2i serves as a bridge between workers and employers, connecting with workers to offer job security through job-matching, career guidance and skills upgrading services, and partnering employers to address their manpower needs through recruitment, training and job redesign solutions. e2i is a tripartite initiative of the National Trades Union Congress set up to support nation-wide manpower and skills upgrading initiatives. For more information, please visit <https://e2i.com.sg/>.

SMRT Trains Ltd

SMRT Trains Ltd was incorporated in 1987 and operates Singapore's first mass rapid transit system. Today, we manage and operate train services on the North-South Line, East-West Line, the Circle Line, the Thomson-East Coast Line, and the Bukit Panjang Light Rail Transit. With over 5,000 employees, more than 250 trains, and 141 km of rail tracks across 108 stations, we serve millions of commuters daily. For more information, please visit <https://www.smrtrains.com.sg/>.

Operations Positions

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Train Captain (North-South, East-West Lines)	<ul style="list-style-type: none"> • NITEC in an Engineering discipline • Possess basic IT/digital literacy • Possess a friendly and pleasant disposition • Possess a customer service-oriented personality • Able to communicate effectively and clearly • A well-disciplined and good team player • Be meticulous and alert • Able to work independently • Able to work under stressful environment 	<ul style="list-style-type: none"> • Provide professional image and excellent service to enhance commuters travel experience • Operate passenger trains competently with in-depth knowledge of train operations and technicalities that include analyzing of train faults systematically ensuring delays and incidents arising in train service responded promptly and handled appropriately • Adhere to organizational standard operating procedures (SOPs) and work instructions to provide safe, secure, reliable and efficient train service while operating a train • Make effective radio communication with Operation Control Centre to report operational and situation updates • Make in-train public address announcement to update operational and train information to commuters onboard trains • Be vigilant and report to Operation Control Centre of any safety and security threats and/or infringement within railway premises • Perform emergencies response procedures and assist in rail service incident management recovery and incident investigations in accordance with organization service recovery standard operating procedures • Assist commuters in distress, or casualties during an emergency • Participate in the continuous improvement of work systems and processes 	<ul style="list-style-type: none"> • Various Locations • Shift Work

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Station Manager (North-South, East-West Lines)	<ul style="list-style-type: none"> • Diploma in Engineering, preferably with a few years of supervisory experience • Enjoys communicating with people and is service-oriented • Able to work in a fast-paced and customer-facing environment • Possess a service-oriented mindset and pleasant disposition • Able to multi-task effectively when responding to station operation requirements 	<ul style="list-style-type: none"> • Assist Passengers to help them complete their journey safely and timely • Lead the Assistant Station Managers (ASM) to provide train service to passengers. • Monitor & Operate following equipment: <ol style="list-style-type: none"> a. Automatic Fare Control (AFC) b. Integrated Supervisory Control System (ISCS) c. Station Equipment d. Signalling Equipment • Operate Trains • Conduct training/ refresher to station staff • Manages and reports all incidents and emergency situations relating to: <ol style="list-style-type: none"> a. Staff and passenger (e.g. accident, assault, molest, etc.) b. Trains (e.g. alarms, faults and manning of trains) c. Passenger Service Centre (take over control of Station & Signalling Equipment, responding to alarms/defects) d. Stations (e.g. crowd control, fire, bomb hoax, flooding, etc.) • Conduct Inspections & Checks inside station and follow up on issues on Automatic Fare Control (AFC), illegally parked bicycles and belongings • Identify, report faults inside station to relevant department • Performs administrative duties meticulously and systematically which include: <ol style="list-style-type: none"> a. Process ASMs' schedules and HR related issues b. Maintain station files, log books, stores and equipment c. Ensure lost properties are recorded and processed accordingly d. Submitting reports on incidents. • Managing staff training requirements 	<ul style="list-style-type: none"> • Various Locations • Shift Work
Assistant Station Manager (Circle Line)	<ul style="list-style-type: none"> • NITEC/ Higher NITEC in any discipline 	<ul style="list-style-type: none"> • Man or drive the passenger vehicle according to duty roster plan and when assigned by supervisors. 	<ul style="list-style-type: none"> • Various Locations • Shift Work

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	<p>(Engineering disciplines will have added advantage)</p> <ul style="list-style-type: none"> • Ability to differentiate all colours (as not all indicators are accessible) • Participate in exercises with internal or external agencies when required • Experience in frontline customer service working is preferred • Basic computer literacy • Customer-service oriented • Likes to work with people of all levels • Committed and has passion for work • Positive and open mind-set • Meticulous and alert • Ability to take initiative to make changes for better organization efficiency and effectiveness • Ability to work independently and be a good team player • Ability to work under stress and pressure • Ability to communicate effectively and clearly 	<ul style="list-style-type: none"> • Coordinate and respond to all emergency situations in the train with instruction from Operations Control Centre (OCC). • Conducting security patrol in the train and reporting faults and abnormalities discovered to OCC. • Handle and process transactions for passenger (e.g. problem cards, upgrades). • Ensures passenger safety and takes remedial action when necessary (e.g. no overcrowding at escalator landing area). • Assists passengers in travelling in our system (e.g. purchasing of ticket, ticket problem, giving direction, enquiries on fares etc). • Assists Station Manager (SM) to perform administrative duties (e.g. upkeep logbooks, station files and circulars etc). • Ensure the opening and closing of the station according to the appropriate timetable. • Handles all train and station incidents and emergencies (e.g. accident, assault and train related fault/alarm etc). • Be part of Company Emergency Response Team where one is expected to undergo CERT course • Responsible for their own as well as their Team's Safety. Staff shall uphold the CCL Safety Mission and 3 principles to complete tasks, perform duties, fulfil the goals of the organization, and adhere to the individual roles and responsibilities. 	

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	<ul style="list-style-type: none"> • Effective interpersonal skills • Proficient in English and preferably in one other official language 		
Train Service Controller (Thomson-East Coast Line)	<ul style="list-style-type: none"> • Diploma in Engineering or equivalent • Familiar with Operations Control Room environment will be an added advantage • This is a non-executive position • Able to operate computer-based control systems • Able to work independently as well as in a team environment with individuals of diverse background • Positive, open-minded, meticulous and alert • Highly motivated and ability to work under pressure and handle stress • Able to think strategically and analyse systematically to make sound and safe decisions • Ability to handle emergency situation in a calm and swift manner 	<ul style="list-style-type: none"> • Monitor and control train operational activities to ensure that safe, efficient, and reliable train services are provided at all times. • Regulate and monitor train services closely in accordance with train timetable. • Make logical decisions and cater necessary service adjustment to meet passenger needs. • Coordinate and mobilise relevant Operations and Maintenance staff to deal with failure or unexpected events in an expeditious and safe manner. • Monitor and oversee daily station opening and ensures that all station equipment are functional before the start of revenue service. • Assists Chief Controller in information dissemination to passengers that are affected by rail incidents at the stations. • Inform relevant maintenance staff on equipment faults so that recovery actions can be taken. • Manage and control all work possessions and track access according to prescribed rules and procedures. • Assist premise owners to facilitate access rights of TEL premises for authorised external personnel (e.g. contractors). 	<ul style="list-style-type: none"> • Various Locations • Shift Work