

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 Corporation Ltd

SMRT is more than just a transportation company; SMRT is a trusted partner in keeping Singapore moving since 1987. SMRT is committed to shaping the transport landscape, connecting communities and enhancing transit lifestyle experiences in Singapore, and beyond. *SMRT – Moving People, Enhancing Lifestyles*. For more information, please visit <https://www.smrt.com.sg/>.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Assistant Station Manager (Circle Line/ Thomson-East Coast Line)	<ul style="list-style-type: none"> • NITEC/ Higher NITEC in any discipline (Engineering disciplines will have added advantage) • Able to perform 3 rotating shift work based on a duty roster • Enjoys communicating with people and is service oriented • Able to work in a fast-paced and customer-facing environment • Possesses a service-oriented mindset and pleasant disposition • Able to multi-task effectively when responding to station operation requirements 	<p><u>Customer Service</u></p> <ul style="list-style-type: none"> • Monitors and performs first level of maintenance for AFC equipment such as fare gates and ticketing machines • Assists passengers with fare-related and directional enquiries, attends to unwell passengers and render first aid when necessary • Monitors CCTV and makes necessary Public Announcements • Acknowledge and responds to alarm status e.g. MFT, ISCS, fire alarm, PEC, ESP activation, etc. <p><u>Platform and Train Operations Duties</u></p> <ul style="list-style-type: none"> • Ensures passenger safety when commuters travel on escalators and boarding/ alighting from train • Attends to incidents and alarms at the platforms and trains, and to carry out hand signalman duties when required • Assists in detrainment of passengers when required • Provides travel directions for passengers travelling within the train system • Operates or manned the train so as to provide quick response towards train faults and alarms, while ensuring that any delays are kept to the minimal <p><u>Concourse Duties</u></p> <ul style="list-style-type: none"> • Carries out checks on illegally parked or abandoned bicycles or belongings • Conducts inspection and takes appropriate actions on passengers who use concession tickets illegally, travel without valid tickets, and those who flouts regulations, e.g. drinking, eating, and smoking in station premise 	<ul style="list-style-type: none"> • Various Locations • Shift Work

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		<p><u>Administrative Duties</u></p> <ul style="list-style-type: none"> • To liaise with cleaning personnel for station/ toilet cleaning • Reports any equipment fault to the Station Manager and files the fault reporting through the Maintenance Management System (MMS) <p><u>Opening and Closing of Station</u></p> <ul style="list-style-type: none"> • Opens and closes the station according to the timetable. Switches the station equipment on/ off before/ after traffic hours • Checks the station area for any passengers before closing of station • Facilitate track access during non-revenue hours, and checks for oil spills on the station platform tracks after the last Engineering Train had passed the station <p><u>Handles all train/ station incidents and emergencies</u></p> <ul style="list-style-type: none"> • Manages and reports all incidents and emergency situations relating to: • Staff and passenger (e.g. accident, assault, molest, etc.) • Trains (e.g. alarms, faults and manning of trains) • Passenger Service Centre (take local control of MFT functions due to failure of signalling equipment, responding to alarms/ defects) • Stations (e.g. crowd control, fire, bomb hoax, flooding, etc.) • Checks and ensures that appropriate signs are put up during any rail incidents or delays to keep passengers updated of progress • Assist in service recovery during train service disruption 	

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Station Manager (Thomson-East Coast Line)	<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

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<p>Assistant Engineer, Thomson-East Coast Line Systems - Signal and Platform Screendoor and Engineering Support, East Coast Integrated Depot</p>	<ul style="list-style-type: none"> • Diploma in Electrical or Electronics Engineering with at least 3 years relevant working experience • Previous Railway System or related qualifications and/ or working experience would be advantageous • Ability to work with others in a small close knit team is a key asset • Close attention to details • Ability to problem solve • Experience of organizing and controlling the safe and efficient delivery of work • Excellent communication skills, both in person and in writing • Knowledge of discipline-specific maintenance, inspection, faulting and renewal techniques • Knowledge of relevant standards, procedures and instructions • Ability to work under pressure 	<ul style="list-style-type: none"> • Carrying out preventive and corrective maintenance activities at trackside or onboard a train • Maintaining the equipment that moves the trains safely in a highly complex and fast-moving environment • Maintaining various signalling assets such as Signals, Points and Track Circuits and their controlling systems • Responding to failures which may require working with other departments to rectify • Using diagrams, tools and electrical equipment to assist in faulting and maintenance duties as well as following standards and company policies 	<ul style="list-style-type: none"> • East Coast Integrated Depot • Shift Work
<p>Assistant Engineer, Circle Line Train Maintenance</p>	<ul style="list-style-type: none"> • Diploma in Mechanical or Electrical Engineering from a 	<ul style="list-style-type: none"> • Perform Preventive/ Corrective and Overhaul Maintenance of Circle Line trains, fault attendance, fault diagnosis tests, troubleshooting, upgrading, and improvement works/ repairs of 	<ul style="list-style-type: none"> • Various Locations • Shift Work

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	<p>recognized institution</p> <ul style="list-style-type: none"> • Preferably at least 1 year of relevant experience in maintenance and troubleshooting of electro-mechanical equipment • Able to work at height (WAH) on the train roof, while donning the necessary WAH safety equipment • Able to work in a rotating shift system (day and/ or night shifts) without affecting his concentration at work 	<p>Passenger Vehicle (PV) and Plant Equipment</p> <ul style="list-style-type: none"> • Plan and supervise work carried out by the team members • Plan team duty rosters in consultation with the supervisor • Disseminate to team members any instructions and procedures issued by supervisors • Carry out, preventive and corrective maintenance, overhaul maintenance, fault attendance, fault diagnosis tests, trouble-shooting upgrading, and improvement works/ repairs of PV and Plant Equipment • Lead the team in the general care and housekeeping of PV • Assist supervisors in conducting engineering analysis and investigations on incidents/ accidents • Raise corrective maintenance job orders and review upon completion when required • Record all faults reported, complete work orders and key in other input into the maintenance management system and any other recording system • Undertake any other tasks/ functions that are incidental or ancillary to the performance of the works assigned e.g. attending to mainline emergency incident • Certify work carried out by contractor for example train cleaning, pest control, train advertisement etc. • Perform RSD staff functions (e. g. certification of M/Cs, leave applications, monetary claims, etc.) • Drive the company vehicle for the purpose of work if required – Applicable to Qualified driver only (Class 3) • Drive train within depot limit and shunt – Applicable to Qualified MTO only • Drive company forklift for purpose of work – Applicable to Qualified forklift driver only 	

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		<ul style="list-style-type: none"> • Fit and able to climb staircases and ladders, stand for sufficient duration (4 hours) to accomplish the required maintenance works • Lift and handle heavy machineries, tools, equipment, or spares of up to 10kg for men and 7kg for women • Able to work underframe of Trains, for sufficient duration (4 hours) which may require frequent squatting and bending • Able to work under sheltered and non-sheltered area within SMRT Depots, for any other related operations/ tasks • Undertake any other tasks or functions that are incidental or ancillary to the performance of the works assigned by Supervisor when required: e.g., respond to OCC activation to recover trains that have stalled in the network, and passenger detrainment from stalled trains 	
Technical Officer, Circle Line Train Maintenance	<ul style="list-style-type: none"> • Nitec Certificate in Engineering or equivalent • Relevant experience in maintenance and troubleshooting of electro-mechanical equipment is an added advantage • Able to work at height (WAH) on the train roof, while donning the necessary WAH safety equipment • Able to work in a rotating shift system (day and/ or night shifts) without affecting his concentration at work 	<ul style="list-style-type: none"> • Conduct Preventive and Overhaul Maintenance on PV according to planned schedule • Perform Corrective Maintenance on PV and Plant Equipment as assigned by supervisors • Perform modifications on PV as assigned by supervisor • Provide attendance to contractor and personnel from other sections when others work or access into trains • Drive train within depot limit and shunt – Applicable to Qualified MTO only • Perform ground shunter duty when required • Drive company forklift for purpose of work – Applicable to Qualified forklift driver only • Drive company vehicle for the purpose of work – Applicable to Qualified and authorized drivers only (Class 3) • Undertake any other tasks or functions that are incidental or ancillary to the performance of the works assigned, e.g. attend to emergency mainline incident 	<ul style="list-style-type: none"> • Various Locations • Shift Work

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		<ul style="list-style-type: none"> • Not be sensitive or allergic to Rolling Stock Materials, POLs (Petrol, Oils and Lubricants) and dust involved in the conduct of the work. Note that standard PPE of safety shoes, gloves, masks, and hearing protection will be provided • Fit and able to climb staircases and ladders, stand for sufficient duration (4 hours) to accomplish the required maintenance works • Lift and handle heavy machineries, tools, equipment, or spares of up to 10kg for men and 7kg for women • Able to work underframe of Trains, for sufficient duration (4 hours) which may require frequent squatting and bending • Able to work under sheltered and non-sheltered area within SMRT Depots, for any other related operations/ tasks • Undertake any other tasks or functions that are incidental or ancillary to the performance of the works assigned by Supervisor when required: e.g. respond to OCC activation to recover trains that have stalled in the network, and passenger detrainment from stalled trains 	