

# e2i Jobs & Skills Roadshow@ Heartland Malls

## 22 Aug 2024

### JOB LISTING BOOKLET

[NTUC LHUB@ Northpoint City: UEMS Solutions]



As part of our effort to save the environment,  
please return this booklet at the exit after you  
have completed **all** interviews.

#### 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 [www.e2i.com.sg](http://www.e2i.com.sg)

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## #1 UMES Solutions

UMES, established in 1988, is a leading Integrated Facilities Management (IFM) company in Singapore, specializing in technical maintenance and support services. Serving the Healthcare, Hospitality, Commercial, Public, Industrial, Educational, and Religious institutions, UEMS leverages diverse knowledge to deliver Innovative non-clinical support services, offering comprehensive solutions to building owners. Prioritizing People and Technology, the company fosters a positive work environment, encouraging staff to provide continually improving services. UEMS values reliable client partnerships, positioning itself not just as a solution provider but as a trustworthy partner committed to understanding and meeting business needs.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
<b>Healthcare Attendant</b>		<ul style="list-style-type: none"> <li>• Orientate patients to assigned beds/facilities.</li> <li>• Answer patient's calls and relay patient's requests to department-in-charge.</li> <li>• Attend to patient's basic needs e.g. toilet baths, bed sponging, serving of meals and drinks, feeding.</li> <li>• Conduct bedpan/urinal rounds; change patient's diapers.</li> <li>• Walk patients to toilet and assist them in toilets.</li> <li>• Monitor restless patients and ensure that they are safe and comfortable.</li> <li>• Chaperone female patients where required.</li> <li>• Clean spillages, discharges, and vomit bowls, urinals as and when needed.</li> <li>• Maintain the tidiness and cleanliness of beds, lockers and non-patient rooms (e.g. store room).</li> <li>• Assist in inventory of linen and department items (e.g. flasks, pillows, bedpans).</li> <li>• Any other relevant duties as and when assigned by the Superior.</li> </ul>	<ul style="list-style-type: none"> <li>• 6.45am to 4.15pm / 12.15pm to 9.45pm</li> <li>• Sengkang</li> </ul>
<b>Linen Attendant</b>	•	<ul style="list-style-type: none"> <li>• Report to Linen Supervisor/Executive on any linen operational concerns</li> </ul>	<ul style="list-style-type: none"> <li>• 7.30am to 3.30pm / 7:30am to 4:30pm</li> <li>• Alexandra / Little India</li> </ul>

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Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<ul style="list-style-type: none"> <li>• Receive and verify the quantity of clean linen delivered by launderer</li> <li>• Pack and store clean linen onto linen room rack and/or designated linen locations</li> <li>• Pack clean linen onto linen trolleys for respective user department accordingly and report if otherwise</li> <li>• Collect soiled linen daily as per schedule</li> <li>• Conduct linen quality inspection and prepare linen condemn list in accordance to pre-determined schedule</li> <li>• Examine laundered items to ensure cleanliness and serviceability</li> <li>• Issue memo to launderer for rewash linen</li> <li>• Maintain proper and accurate inventory linen stock movement record</li> <li>• Keep linen room in clean and orderly condition</li> <li>• Assist in answering calls from service hotline</li> <li>• Any other relevant duties as and when assigned by Linen Supervisor/Executive</li> </ul>	
<b>Patient Service Associate / Concierge Specialist</b>	<ul style="list-style-type: none"> <li>• N Level</li> </ul>	<ul style="list-style-type: none"> <li>• Perform visitor registration, concierge services and information counter services</li> <li>• Handle complaints/ feedback and resolve issues by performing service recovery.</li> <li>• To update or escalate to Team Leader of any incident that occurred and steps taken to rectify issues</li> <li>• Assist in kiosk registration, queue management, entry and exit access via gantries</li> <li>• Attend to patients/ visitors' enquiries and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• 11.30am to 9.00pm</li> <li>• Outram Park</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<ul style="list-style-type: none"> <li>Provide wayfinding and wheelchair assistance</li> </ul>	
<b>Housekeeping Team Leader / Supervisor</b>	<ul style="list-style-type: none"> <li>N Level</li> </ul>	<ul style="list-style-type: none"> <li>Supervise a team of Housekeepers in carrying out cleaning works and maintaining cleanliness of the assigned areas.</li> <li>Conduct regular roll-call and ensure staff are properly attired and groomed, and necessary information cascaded during the roll-call.</li> <li>Handle feedback and complaints, respond to customer's request promptly. To escalate to Superior when necessary.</li> <li>Maintain and ensure that all equipment clean, well labelled and in good working conditions.</li> <li>Oversee the planning and scheduling of the Housekeepers.</li> <li>Any other relevant duties as and when assigned by the Superior</li> </ul>	<ul style="list-style-type: none"> <li>7am to 4pm / 8am to 5pm / 9am to 6pm / 12pm to 9pm / 1pm to 10pm / 9pm to 6am / 10pm to 7am</li> <li>Islandwide</li> </ul>
<b>Team Leader (Visitor Management Service)</b>	<ul style="list-style-type: none"> <li>N Level</li> </ul>	<ul style="list-style-type: none"> <li>To carry out counter operations according to the hospital's guidelines, procedures and policies consistently.</li> <li>Plan weekly duty roster and manage the deployment of staff for all Visitor Registration Counters.</li> <li>Supervise and monitor performance of staff to ensure service levels are met. Provide coaching and counselling when necessary.</li> <li>Manage resources including manpower, equipment and supplies in daily operations.</li> <li>Investigate causes of discrepancies and complaints and take corrective actions.</li> </ul>	<ul style="list-style-type: none"> <li>630am to 4pm / 730am to 5pm / 1030am to 8pm / 1130am to 9pm</li> <li>Outram Park</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		Raise necessary documentations (Incident Report [IR])	
<b>Room Attendant</b>	•	<ul style="list-style-type: none"> <li>Performing in daily cleaning of the guest room, common areas, and replenishment of amenities.</li> <li>Ensuring cleanliness of the guest rooms and the common area must meet the standard requirement by Management.</li> <li>To carry out other duties as assigned by the housekeeping supervisor or the Management.</li> <li>Handle housekeeping requests by guests</li> <li>To check and deliver the guest's laundry to the guest room daily.</li> <li>Able to handle all kinds of chemicals required for cleaning duties</li> <li>Undertake any other ad hoc duties as and when assigned by the superior.</li> </ul>	<ul style="list-style-type: none"> <li>8am to 430pm</li> <li>Islandwide</li> </ul>
<b>Public Area Cleaners</b>	•	<ul style="list-style-type: none"> <li>Ensure all public restrooms, toilets are cleaned, and amenities are stocked at all times</li> <li>Maintain cleanliness of walls, floors, doors and table tops as and when necessary, in the lobby area at all times.</li> <li>Empty and clear trash bins in public areas</li> <li>Maintain furniture and equipment in a serviceable condition and report any defects immediately to the superior</li> <li>Handle all lost and found properties by following the correct procedure</li> </ul>	<ul style="list-style-type: none"> <li>7:00 am to 4:00 pm/ 9:00am to 6:00 pm/ 2:00pm to 11:00pm 10:00pm to 7:00 am</li> <li>Islandwide</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<ul style="list-style-type: none"> <li>Carry out any projects and assignments as directed by the Superior</li> </ul>	
<b>Meal Service Associate</b>	<ul style="list-style-type: none"> <li>O Level</li> </ul>	<ul style="list-style-type: none"> <li>Updating patient's meal requirements in meal ordering system</li> <li>Serving of meals (Breakfast, Lunch, Dinner, Tea Break) &amp; collection of meal trays after meal service</li> <li>Preparation and serving of beverages</li> <li>Serving of adhoc beverages, snacks and supper</li> <li>General maintenance and stocking of ward pantry (includes wipe down of ward trolleys)</li> <li>Gather patient feedback and attend to and resolve patients' feedback on meal related issue</li> <li>May be required to conduct beverage preparation in Central Kitchen</li> <li>Any other Meal Service Associate related work scope as required</li> </ul>	<ul style="list-style-type: none"> <li>645am to 315pm/ 1230pm to 9pm</li> <li>Outram Park</li> </ul>
<b>Housekeepers</b>		<ul style="list-style-type: none"> <li>Attend regular roll call meetings to know daily operational deployment.</li> <li>Attend in-service training to learn new skills and service knowledge to perform housekeeping services.</li> <li>Execute routine cleaning assignments at assigned areas (such as patient wards, compound areas, critical surgical areas, medical center, administration offices, laboratory areas, waiting compound areas and public restrooms).</li> <li>Use various cleaning chemicals and disinfectants on deployed areas.</li> </ul>	<ul style="list-style-type: none"> <li>44 hours / weeks</li> <li>Islandwide</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<ul style="list-style-type: none"> <li>Operate machinery for project and periodic cleaning, disinfection on non-medical/medical equipment, if required.</li> <li>Ensure the environmental service standards are met.</li> <li>Escalate any matter/ feedback to the upline superior when necessary.</li> <li>Undertake any other ad hoc duties as and when assigned by the superior.</li> </ul>	
<b>Healthcare Porters</b>		<ul style="list-style-type: none"> <li>Attend regular roll call meetings to know daily operational deployment.</li> <li>Attend in-service training to learn new skills and service knowledge to perform portering services.</li> <li>Carry out portering duties which include but are not limited to the following:</li> <li>With the help of ward staff, assist in transporting and transferring patients on trolley to the wards and to other hospitals, where required.</li> <li>With the help of ward staff, assist in receiving and transferring patients from and to the ambulance, where required.</li> <li>With the help of ward staff, assist fall risk patients on and off wheelchairs.</li> <li>Send patients to ancillary departments for treatment / examination.</li> <li>Accompany patients to allied health departments for treatment/examination, where required.</li> <li>Send and collect equipment/specimens/blood /x-rays films/case records</li> </ul>	<ul style="list-style-type: none"> <li>44 hours / weeks</li> <li>Novena/Kent Ridge Sengkang/Simei Woodlands/Yishun/ Alexandra</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<div>from allied health/ancillary departments.</div> <ul style="list-style-type: none"><li>Any other relevant duties as and when assigned by the Superior.</li></ul>	

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## #2 e2i services

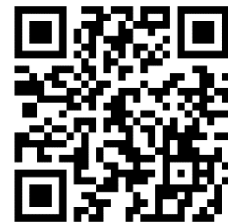
### e2i Services

- Career Coaching & Job Matching
- SkillsFuture Advice

### NTUC Job Security Council's Telegram Channels

Be alerted daily on the latest job vacancies from hiring companies.

- Subscribe to **PMET Jobs-Alert**  
(e.g. Analysts, Engineers, Executives, Technicians, etc)  
<https://bit.ly/jsc-ja-pmet>
- Subscribe to **Non-PMET Jobs-Alert**  
(e.g. Temporary, part-time jobs, operators, packer roles)  
<https://bit.ly/jsc-ja-nonpmet>



### Check out our e-Resources for Jobs & Skills

Explore this site to get this information:

- Career Resource kit for Professionals
  - Career Assessment Tool
  - e2i Resume Builder
  - Career Fairs
- and many more.



<https://e2i.sg/crp-yellow?r=qr>

**Find out the benefits you will enjoy as a NTUC Union Member. Sign up today!**



<https://ntuc.co/4cxkqt4?r=qr>

## **Concerned about your Job Security in this period?**

In this critical period, we wish to help all workers to tighten their job security. We have compiled a list of resources for you to widen your search, sharpen your skills, and receive funding support.

### **Meet an e2i Career Coach**

For jobseekers who need to speak to a career coach for career advisory and support, they can make an appointment online to meet up with an e2i coach for one-to-one coaching.

<https://e2i.sg/cg-cp123?r=qr>



You can also reach them at the following centres (By appointment only):

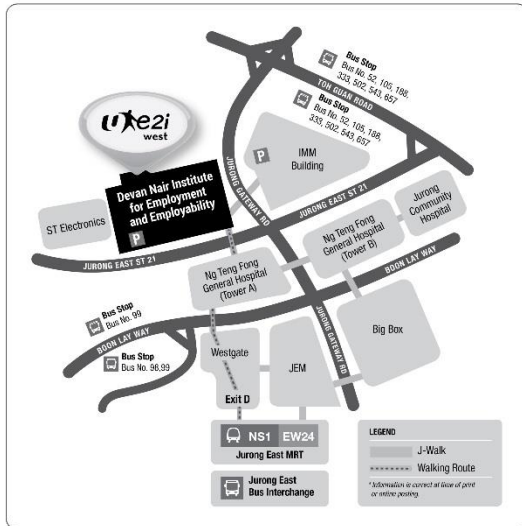


### e2i west

Devan Nair Institute of Employment and Employability  
80 Jurong East St 21 Level 2  
Singapore 609607



Find us at these other locations.



<https://e2i.sg/locjw2?r=qr>

**Operating Hours:** Monday till Friday: 9am to 5pm  
Saturday: 9am to 1pm  
Sunday & Public Holiday: Closed

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