SMRT Trains Recruitment

JOB LISTING BOOKLET

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CONTENT PAGE

SMRT Trains Ltd 3

Maintenance Positions 3

Operations Positions 8

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.smrttrains.com.sg/.

Maintenance Positions

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Technical Officer, Rolling Stock	• Nitec in Mechanical/ Electrical/ Electronics/ Mechatronic Engineering or equivalent from a recognised institution • Able to use general tools and equipment • Able to read and write in English proficiently • Possess basic MS Office skills • Able to communicate effectively and work in a team environment • Able to work independently and as a team to achieve desired maintenance tasks outcomes	• Work in any of SMRT Maintenance Depots or facilities, as assigned by supervisors • Work at heights to perform maintenance activities • Perform Preventive Maintenance on Trains, Engineering Trains or Plant Equipment in accordance with maintenance manual and/ or approved work instructions, as assigned by supervisors • Perform Corrective Maintenance on Trains, Engineering Trains or Plant Equipment in accordance with maintenance manual and/ or approved work instructions, as assigned by supervisors • Perform modifications on Trains, Engineering Trains or Plant Equipment in accordance with maintenance manual and/or approved work instructions, as assigned by supervisor • Perform ground shunter duty, as assigned by supervisors • Operate ground support equipment and tools safely in accordance with general handling practices, as assigned by supervisors • Drive train or locomotives or Road-Rail-Vehicles within depot sidings, test track and maintenance tracks, as assigned by supervisors • Operate company forklift or specialised rail vehicles as assigned by supervisors • Drive company vehicle for the purpose of work as assigned by supervisors (for holders of Singapore Driving Licence,	• Various Locations • Shift Work

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		familiarisation and authorisation will be provided by company) • Observe and report any safety concerns at the workplace • Undertake any other tasks or functions that are incidental or ancillary to the performance of the works, as assigned by supervisor. Examples include a. Responding to emergency operations activations b. Assist in the execution of projects; including testing & commissioning, attendance to contractors, etc c. Supervise contractors' work d. Preparation of reports e. Provide logistics support f. Housekeeping • Training and qualifications will be provided by company accordingly	
Assistant Engineer, Rolling Stock	• Diploma in Mechanical/ Electrical/ Electronics/ Mechatronic Engineering or equivalent from a recognised institution • Able to use general tools and equipment • Able to read and write in English proficiently • Possess basic MS Office skills • Strong leadership abilities, able to communicate effectively and work in a team environment • Able to work independently and as a team to achieve desired	• Work in any of SMRT Maintenance Depots or facilities, as assigned by supervisors • Work at heights to perform maintenance activities • Plan team duty rosters in consultation with the Engineering Maintenance Manager • Disseminate any instructions and procedures issued by supervisors to the team members • Perform all necessary maintenance administration and documentation. (e.g. record faults reported, raise maintenance work orders, complete work orders in maintenance management system and any other recording system) • Plan, supervise and lead a team of Technical Officers to perform Preventive Maintenance on Trains, Engineering Trains or Plant Equipment, as assigned by supervisors • Responsible for the safety of the team and ensures the team of Technical Officers carry out Preventive Maintenance task in accordance with	• Various Locations • Shift Work

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
	maintenance outcomes.	maintenance manuals and/ or approved works instructions • Plan, supervise and lead a team of Technical Officers to perform Corrective Maintenance on Trains, Engineering Trains or Plant Equipment, as assigned by supervisors • Ensures the team of Technical Officers carry out Corrective Maintenance task in accordance with maintenance manuals and/ or approved works instructions • Plan, supervise and lead a team of Technical Officers to perform modifications on Trains, Engineering Trains or Plant Equipment, as assigned by supervisor • Ensures that the team of Technical Officers carry out modifications in accordance with approved work instructions • Perform ground shunter duty, as assigned by supervisors • Operate ground support equipment and tools safely in accordance with general handling practices, as assigned by supervisors • Drive train or locomotives or Road-Rail-Vehicles within depot sidings, test track and maintenance tracks, as assigned by supervisors • Operate company forklift or specialised rail vehicles as assigned by supervisors • Drive company vehicle for the purpose of work as assigned by supervisors (for holders of Singapore Driving Licence, familiarisation and authorisation will be provided by company) • Observe and report any safety concerns at the workplace • Undertake any other tasks or functions that are incidental or ancillary to the performance of the works, as assigned by supervisor. Examples include a. Verify works carried out by contractors (e.g. train cleaning, pest control, train advertisement etc)	

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		b. Perform admin functions (e.g. certification of M/Cs, leave applications, monetary claims, etc.) c. Responding to emergency operations activations d. Assist in the execution of projects; including testing & commissioning, attendance to contractors, etc e. Supervise contractors' work f. Preparation of reports g. Provide logistics support h. Housekeeping • Training and qualifications will be provided by company accordingly	
Assistant Engineer, Facilities Maintenance	• Diploma in Building/ Civil Engineering Discipline • Experience in building maintenance and familiar with local regulations • Knowledge of project management and contract administration • Strong planning and organization skills in managing service contracts • Good oral and written communication skills • Resourceful, self-motivated, and result oriented	• Conduct Toolbox Meeting with staff and Contractors' supervisor for those outsource works • While on duty, reacting to urgent faults and follow up the necessary actions needed to rectify them and to ensure safety of surrounding area without affecting the normal train operation • Liaison with contractors for Preventive Maintenance (PM), Corrective Maintenance (CM) and outsourcing work are caried out in accordance to approved processes • Participate in the inspection of new STEL's premises, stations, substations, depot and tunnels for defects punch-listing and track the rectification are properly carried out • Ensure work done for in-house & outsource work are performed safely • Conduct Risk Assessment and Work Instructions review with team members for an effective Preventive Maintenance in accordance with LOA • For PM and CM work, check and verify all work data entries for Maximo are done correctly • Review and check the faults reported via Maximo are completed on time and defects are closed	• Various Locations • Shift Work

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		• Assist EMM to prepare monthly report for routine monitoring and other report as requested by LTA • Attend to internal and external Audit • Safety briefing to team on weekly basis and site audit checks for work compliance in accordance to work instructions	

Operations Positions

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Assistant Station Manager (North South East West Lines/ Circle Line/ Thomson-East Coast Line)	• NITEC/ Higher NITEC in any discipline (Engineering disciplines will have added advantage) • Experience in customer service is preferred	• Monitors and performs first level of maintenance for Automatic Fare Control (AFC) equipment such as fare gates and ticketing machines • Operates or man the train so as to provide quick response towards train faults and alarms, while ensuring that any delays are kept to the minimal • Assists passengers in fare-related enquiries such as purchasing of tickets, ticketing problems, giving direction, enquiries on fares, etc. • Manages and reports all incidents and emergency situations relating to: 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 local control of MFT functions due to failure of signalling equipment, responding to alarms/ defects) d. Stations (e.g. crowd control, fire, bomb hoax, flooding, etc.)	• Various Locations • Shift Work
Train Service Controller (Thomson-East Coast Line)	• Diploma in Engineering or equivalent • Good inter-personal and communication skills and able to work independently as well as in a team environment with individuals of diverse backgrounds • Must be highly motivated and work under pressure and handle stress • Able to think strategically and analyses	• Train Control duties which include regulating train service in an efficient and safe manner • Liaison duty in ensuring information flow and communication are executed promptly and accurately including fault reporting and processing of track access activities • Communication duty in ensuring delay and disruption information are disseminated to all stakeholders promptly and accurately	• Various Locations • Shift Work

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
	systematically to make sound and safe decisions		
Passenger Service Ambassador (Thomson-East Coast Line)	• GCE 'N' Level or at least 3 years relevant working experience • Able to perform shift duties from Monday to Friday (weekends may be included) • Possess a friendly personality and good communication skills (English)	• Providing excellent customer service to passengers to make their journey with SMRT a delightful one • Facilitates and educates passengers on safe boarding and alighting of trains • Look out for passengers' safety and security, and report any incidents or injuries • Performs crowd control duties • Assists passengers on fare-related enquiries • Assists passengers during an emergency • Ensuring that the facilities, equipment and structure within the station premises are in good working condition and report to duty Station Manager if needed • Performs other duties as and when assigned by Supervisor/s	• Shift Work • Across all MRT stations along the Thomson-East Coast Line
Train Service Controller (Sentosa Express)	• Recognized Diploma or equivalent in Electrical, Electronic, Mechanical, or Mechatronic Engineering, with at least one year of relevant working experience, **OR** • Recognized NITEC or equivalent with preferably five years of relevant work experience in the rail industry • Able to calmly respond, handle and resolve operational issues and incidents • Able to multi-task effectively when responding to	• Reporting to the Duty Officer, the Train Service Controller will perform various duties in the Operation Command Centre (OCC) to ensure safe and efficient train operations Train Control • Deliver train service as scheduled and satisfy customers' demands • Conduct sweeping train checks and ensure the system is ready for operations • Coordinate with maintenance for switching on or off traction power • Launch and withdraw passenger service trains for the start and end of service respectively • Ensure all faults reported by Service Captain are accurately recorded and handed to TSC (Liaison) promptly • Carry out train reformation when trains are running out of schedule due to train service delays • Ensure all trains are manned as per the deployment schedule	• Shift Work

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
	operation requirements	• Liaise with the operations supervisor for train reformation, etc. • Run unscheduled trains (test train and/ or spare train) between passenger service trains • Manage activities after non-traffic hours (dispatching engineer trains from the depot and returning to the depot after) • Liaise with Service Captain and station staff when dealing with platform screen door failure, emergency switches activation, etc. • Handle incidents safely and recover service speedily • Regulate train service during a service disruption to minimise inconvenience to passengers • Coordinate with station or maintenance staff when on-site recovery is necessary <u>Fault and Liaison</u> • Handle Guest Emergency Call/ Passenger Emergency Intercom • Virtual patrol via CCTV to look out for any anomalies • Make announcements using the Automatic Train Announcement System (ATAS) onboard monorail as required • Disseminate information to all Train O&M teams during a train service delay or disruption • Receive, accurately record, and report faults promptly to the duty maintenance team • Assist the Duty Officer in calling up personnel and handling enquiries during a major incident • Maintain documentation, daily logs of operational issues and reports related to monorail operational activities • Coordinate and mobilise operations personnel and maintenance personnel to resolve issues relating to unanticipated, unforeseen failures, service-interrupting events, or life threatening events	

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		• Support Duty Officer to communicate and work with SDC Command Centre(s) to liaise with relevant SDC departments to provide quick recovery action to minimise guests' inconvenience during service delay, service disruption, degraded operations, or breakdown of station facilities • Support the Duty Officer to communicate with SDC Command Centre(s) for Incident Management System (IMS) record generation and situation report updates • Keep track of fleet, availability status and guest queuing time at stations to adhere to Operations KPIs • Generate daily Operations Occurrence log report for submission to SDC • Liaise and support the maintenance team on train/ track maintenance works, station maintenance, train running test and system check testing • Provide inputs to requests of Consent to Work within Sentosa Express Operations restricted zones • Ensure all visitors' (staff or non-staff) access to the Control Room is checked, and their particulars are logged down in the visitor logbook	
Service Ambassador (Sentosa Express)	• GCE O Levels or equivalent • 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	• Opening & Closing of Sentosa Express stations including all facilities & amenities • Conducting regular station inspections and security checks which include checking, monitoring and ensuring functionality and cleanliness of the station's facilities such as escalators, lifts, lights, fans, barricades, equipment (first aid kit, fire extinguisher, emergency buttons), and amenities (toilets, nursing room) etc. • Working with SDC Command Centre(s) to report and follow up with faults with relevant SDC departements for rectification, if any • Facilitating urgent corrective maintenance works that affect guests'	• Sentosa • Shift Work

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
	station operation requirements	movement at stations durign service operating hours without compromising guests' safety • Providing warm and friendly service and being proactive to help where needed, such as assisting guests with priority boarding (e.g. elderly, pram, wheelchair access), and providing guest services at various touch points in the vicinity of the Sentosa Express stations • Managing crowd control, including station evacuation by deploying queue manangement barricades, and providing queue line control for the entire queue leading to express service • Managing deployment of signages and providing directions for guest diversion to an alternate mode of transport during peak periods and/ or Sentosa Express Service delay/ disruption • Coordinating crowd handling/ diversion of guests to alternatel mode of transport during crowded situations • Assisting in the detrainment of scheduled or unscheduled monorails • Providing first line maintenance of PGD/ PSD with approved SOP for recovery of fault • Providing information to Sentosa guests, not limited to transportation, attractions, way-finding information, ongoing island attraction promotions, events, etc. • Attend to passengers' feedback or complaints • Provide exingency services such as first aid/ CPR, lost and found property, distress situations, missing persons, and wheelchair- bound guest special needs • Perform Island Admission (IA) checks to prevent card misuse, etc.	