

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.smrt.com.sg/>.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
Assistant Station Manager (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 	<ul style="list-style-type: none"> • Various Locations • Rotating Shift

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		<p>flouts regulations, e.g. drinking, eating, and smoking in station premise</p> <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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Train Service Controller (Thomson-East Coast Line)	<ul style="list-style-type: none"> • Diploma in Engineering or equivalent • Able to perform rotating shift work including working on weekends and public holidays • Familiar with Operations Control Room environment will be an added advantage • 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 • Rotating Shift

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Technical Officer, Rolling Stock (Thomson-East Coast Line)	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Work in any of SMRT Maintenance Depots or facilities, as assigned by supervisors • Work at heights to perform maintenance activities • Perform Preventive Maintenance, Corrective Maintenance and/ or modifications on Trains, Engineering Trains or Plant Equipment in accordance with maintenance manual and/ or approved work instructions, as assigned by supervisors • 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 <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • Various Locations • Shift Work

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Train Captain (North-South, East-West Lines)	<ul style="list-style-type: none"> • NITEC in an Engineering discipline • Able to work shift including weekends and public holidays • 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