

# SMRT Trains Recruitment JOB LISTING BOOKLET

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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/>.

**CONTENT**

**PAGE**

<b>SMRT Trains Ltd .....</b>	<b>3</b>
<i>Maintenance Positions .....</i>	<i>3</i>
<i>Operations Positions .....</i>	<i>6</i>

## 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/>.

### Maintenance Positions

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
<b>Technical Officer, Rolling Stock (Thomson-East Coast Line)</b>	<ul style="list-style-type: none"> <li>• Nitec in Mechanical/ Electrical/ Electronics/ Mechatronic Engineering or equivalent from a recognised institution</li> <li>• Able to use general tools and equipment</li> <li>• Able to read and write in English proficiently</li> <li>• Possess basic MS Office skills</li> <li>• Able to communicate effectively and work in a team environment</li> <li>• Able to work independently and as a team to achieve desired maintenance tasks outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Work in any of SMRT Maintenance Depots or facilities, as assigned by supervisors</li> <li>• Work at heights to perform maintenance activities</li> <li>• 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</li> <li>• Perform ground shunter duty, as assigned by supervisors</li> <li>• Operate ground support equipment and tools safely in accordance with general handling practices, as assigned by supervisors</li> <li>• Drive train or locomotives or Road-Rail-Vehicles within depot sidings, test track and maintenance tracks, as assigned by supervisors</li> <li>• Operate company forklift or specialised rail vehicles as assigned by supervisors</li> <li>• 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)</li> <li>• Observe and report any safety concerns at the workplace</li> <li>• 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"> <li>a. Responding to emergency operations activations</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Various Locations</li> <li>• Shift Work</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		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	
<b>Assistant Engineer, Rolling Stock (Thomson-East Coast Line)</b>	<ul style="list-style-type: none"> <li>• Diploma in Mechanical/ Electrical/ Electronics/ Mechatronic Engineering or equivalent from a recognised institution</li> <li>• Able to use general tools and equipment</li> <li>• Able to read and write in English proficiently</li> <li>• Possess basic MS Office skills</li> <li>• Strong leadership abilities, able to communicate effectively and work in a team environment</li> <li>• Able to work independently and as a team to achieve desired maintenance outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>• Work in any of SMRT Maintenance Depots or facilities, as assigned by supervisors</li> <li>• Work at heights to perform maintenance activities</li> <li>• Plan team duty rosters in consultation with the Engineering Maintenance Manager</li> <li>• Disseminate any instructions and procedures issued by supervisors to the team members</li> <li>• 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)</li> <li>• Plan, supervise and lead a team of Technical Officers to perform Corrective/ Preventive Maintenance on Trains, Engineering Trains or Plant Equipment, as assigned by supervisors</li> <li>• Responsible for the safety of the team and ensures the team of Technical Officers carry out Preventive Maintenance task in accordance with maintenance manuals and/ or approved works instructions</li> <li>• Ensures the team of Technical Officers carry out Corrective Maintenance task(s) or modifications in accordance with maintenance manuals and/ or approved works instructions</li> <li>• Perform ground shunter duty, as assigned by supervisors</li> <li>• Operate ground support equipment and tools safely in accordance with general handling practices, as assigned by supervisors</li> </ul>	<ul style="list-style-type: none"> <li>• Various Locations</li> <li>• Shift Work</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<ul style="list-style-type: none"> <li>• Drive train or locomotives or Road-Rail-Vehicles within depot sidings, test track and maintenance tracks, as assigned by supervisors</li> <li>• Operate company forklift or specialised rail vehicles as assigned by supervisors</li> <li>• 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)</li> <li>• Observe and report any safety concerns at the workplace</li> <li>• 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"> <li>a. Verify works carried out by contractors (e.g. train cleaning, pest control, train advertisement etc)</li> <li>b. Perform admin functions (e.g. certification of M/Cs, leave applications, monetary claims, etc.)</li> <li>c. Responding to emergency operations activations</li> <li>d. Assist in the execution of projects; including testing &amp; commissioning, attendance to contractors, etc</li> <li>e. Supervise contractors' work</li> <li>f. Preparation of reports</li> <li>g. Provide logistics support</li> <li>h. Housekeeping</li> </ol> </li> </ul>	

## Operations Positions

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
<b>Assistant Station Manager (Circle Line/ Thomson-East Coast Line)</b>	<ul style="list-style-type: none"> <li>• NITEC/ Higher NITEC in any discipline (Engineering disciplines will have added advantage)</li> <li>• Experience in customer service is preferred</li> </ul>	<ul style="list-style-type: none"> <li>• Monitors and performs first level of maintenance for Automatic Fare Control (AFC) equipment such as fare gates and ticketing machines</li> <li>• 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</li> <li>• Assists passengers in fare-related enquiries such as purchasing of tickets, ticketing problems, giving direction, enquiries on fares, etc.</li> <li>• Manages and reports all incidents and emergency situations relating to:               <ol style="list-style-type: none"> <li>a. Staff and passenger (e.g. accident, assault, molest, etc.)</li> <li>b. Trains (e.g. alarms, faults and manning of trains)</li> <li>c. Passenger Service Centre (take local control of MFT functions due to failure of signalling equipment, responding to alarms/ defects)</li> <li>d. Stations (e.g. crowd control, fire, bomb hoax, flooding, etc.)</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Various Locations</li> <li>• Shift Work</li> </ul>
<b>Ground Controller (North South-East West Lines)</b>	<ul style="list-style-type: none"> <li>• Diploma in Engineering, preferably with at least 3 years of Station Manager or Possession Master's experience in the railway industry</li> <li>• Able to work on permanent night shift</li> </ul>	<ul style="list-style-type: none"> <li>• Report to the Ground Controller Executive and play a key role in track access management during non-traffic hours by booking in and booking out of Possession and take on the role and responsibilities of Possession Master</li> <li>• Arrange appropriate protections with the duty Station Manager to ensure track access safety and supervise the work parties working under the Possession and ensure compliance to track access safety rules and procedures</li> <li>• Print the AGAT from Track Access Management System and check the work sector, number of Person-In Charge (PIC), protections arrangement is in accordance with the Rules Book procedure or Operations Circular</li> <li>• Conduct Toolbox briefing using the Toolbox checklist to PIC working under the Possession to ensure that the PIC is aware of work scopes, hazards &amp;</li> </ul>	<ul style="list-style-type: none"> <li>• Various Locations</li> <li>• Permanent Night Shift</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<p>control measures, working arrangement, communication arrangement and evacuation arrangement</p> <ul style="list-style-type: none"> <li>• Coordinate with Station Manager on booking in of Possession and check the protections arranged are in accordance with the AGAT for safe access to track</li> <li>• Use the Route Reference Diagram (RRD) to mark the required route and liaise with the Train Service Controller through the radio to ensure correct route setting for consist movement within the Possession</li> <li>• Check the rail change consist worksite protection is set up correctly with locomotive stable and secured at both end of the worksite to act as Standing Train Protection</li> <li>• Authorise PIC to access to track and supervise the PIC working under Possession</li> <li>• Book out the Possession after confirming that all PICs working under the Possession has conduct line clear at their respective worksites and back at the station to ensure Possession working sector is safe for train service</li> </ul>	
<b>Service Ambassador (Sentosa Express)</b>	<ul style="list-style-type: none"> <li>• GCE O Levels or equivalent</li> <li>• Enjoys communicating with people and is service oriented.</li> <li>• Able to work in a fast-paced and customer-facing environment.</li> <li>• Possesses a service-oriented mindset and pleasant disposition.</li> <li>• Able to multi-task effectively when responding to station operation requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Opening &amp; Closing of Sentosa Express stations including all facilities &amp; amenities</li> <li>• 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.</li> <li>• Working with SDC Command Centre(s) to report and follow up with faults with relevant SDC departements for rectification, if any</li> <li>• Facilitating urgent corrective maintenance works that affect guests' movement at stations durign service</li> </ul>	<ul style="list-style-type: none"> <li>• Sentosa</li> <li>• Shift Work</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<p>operating hours without compromising guests' safety</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Managing crowd control, including station evacuation by deploying queue management barricades, and providing queue line control for the entire queue leading to express service</li> <li>• 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</li> <li>• Coordinating crowd handling/ diversion of guests to alternate mode of transport during crowded situations</li> <li>• Assisting in the detainment of scheduled or unscheduled monorails</li> <li>• Providing first line maintenance of PGD/ PSD with approved SOP for recovery of fault</li> <li>• Providing information to Sentosa guests, not limited to transportation, attractions, way-finding information, ongoing island attraction promotions, events, etc.</li> <li>• Attend to passengers' feedback or complaints</li> <li>• Provide exigency services such as first aid/ CPR, lost and found property, distress situations, missing persons, and wheelchair-bound guest special needs</li> <li>• Perform Island Admission (IA) checks to prevent card misuse, etc.</li> </ul>	