<table>
<thead>
<tr>
<th>Critical Work Functions</th>
<th>Job Role Description</th>
<th>Key Tasks</th>
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| **Support train operations and requirements** | The Crew Manager manages the day-to-day operations and duties of Train Captains. This includes preparing duty rosters, deploying resources, and ensuring the discipline, well-being, and performance standards of the Train Captains. He/She is well-versed with train service operations and service standards, and is required to execute crew reformation and deployment plans to maintain train service standards and reliability, as well as safety standards of train operations. He has excellent supervisory, people management, and communication skills. He is also approachable and relational in caring for staff’s welfare and in coaching to staff. | Prepare duty rosters for Train Captains  
Manage the daily deployment of Train Captains and ensure their fitness for duty  
Manage and issue equipment to Train Captains  
Document Train Captain deployment activities  
Comply with the Rapid Transit System (RTS) Codes of Practice  
Comply with Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work  
Assist in the investigation of rail incidents and/or accidents  
Carry out follow-up actions to prevent the recurrence of rail incidents and/or accidents  
Redeploy train captains to support recovery plans involving rail incidents, accidents, and unfulfilled schedules |
| **Manage rail incidents and/or accidents** | | Propose workflow improvements to enhance the efficiency of train operations  
Support the implementation of operational drills for the review of operating standards and procedures  
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Support the implementation of operational drills for the review of operating standards and procedures |
| **Support continuous improvement activities to enhance service reliability** | | Perform on-the-job coaching |
| **Manage people and team performance** | | Manage staff discipline and, well-being, and ensure staff they are fit-for-work to carry out train operations duties |

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<tr>
<th>Technical Skills &amp; Competencies</th>
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| Civil Emergency Management    | Level 2  
Communication | Intermediate |
| Continuous Improvement Management | Level 3  
Sense Making | Intermediate |
| Health and Fatigue Risk Management | Level 2  
Service Orientation | Intermediate |
| Innovation Management         | Level 3  
Decision Making | Intermediate |
| Inventory Management          | Level 3  
Problem Solving | Intermediate |
| Manpower Planning and Deployment | Level 3  
People Development | Level 3  
Rail Emergency Response Management | Level 2  
Rail Incident Management | Level 2  
Rail-Regulatory Compliance | Level 3  
Report Writing | Level 1  
Service Excellence | Level 2  
Stakeholder Management | Level 3  
Workplace Facilities Safety Management | Level 3  
Workplace Safety and Health Culture Development | Level 3  
Workplace Safety and Health for Incident and Accident Investigation | Level 3 |
For a list of Training Programmes available for the Public Transport sector, please visit: www.skillsfuture.sg/skills-framework/public-transport

The information contained in this document serves as a guide.