

## **Senior Assistant Station Manager, SMRT Circle Line**

The Senior Assistant Station Manager (Senior ASM) is a frontline staff working in the Station and/or onboard a train. SASM is expected to deliver excellent customer service and ensure all passengers have a safe and pleasant journey.

### **Station Duties:**

- Assist the Station Manager (SM) in the daily station operations, which includes: (1) Monitoring of station equipment; (2) Responding to station emergencies; (3) Conducting platform and concourse security checks
- Monitor, control and service of Automatic Fare Collection (AFC) equipment and its status, such as General Ticketing Machines (GTMs)
- Handover or takeover Passenger Service Machine and closing of account
- Report any station equipment faults to the SM. These include Passenger Service Doors, Escalators, Lifts, Air Conditioning Systems, Lighting.
- Manage track access by engineering crew during night duties.
- Other administrative duties such as the handling of incoming correspondences and maintaining of logbooks.

### **Train Duties:**

- Senior ASM will man train duties and respond to train defects when required.
- Coordinate and respond to all emergency situations in the train with instruction from Operations Control Centre (OCC).
- Conducting security patrol in the train and reporting faults and abnormalities discovered to OCC.
- Carry out Rapid Transit System (RTS) enforcement to ensure full compliance.
- Report all faults and anomalies observed in the train.
- Render first aid assistance to any unwell passengers and accident onboard.

### **Maintenance Duties:**

- Perform basic corrective actions on faulty station and train-borne equipment.
- Be qualified as a Possession Master and Site PIC.

### **Supervisory Duties**

- Perform service leader role to enhance the level of service delivery within the station.
- Conduct bite-sized training, Coded Manual (CM) driving and Supervised Field Training (SFT) for ASMs/SAs.
- Coach ASMs in carrying out their duties.

### **Experience & Requirements:**

- Diploma with any Engineering background.
- Works on three rotating shifts including weekends and public holidays.
- Ability to differentiate all colours (as not all indicators are accessible).
- Participate in exercises with internal or external agencies when required.

Successful candidates will undergo a structured training program to be equipped with the necessary knowledge and skills.

### **Enquiry regarding post**

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