

Alloy Toll Management Sdn Bhd		Job Title : Executive, Toll Monitoring	
Doc No : JD17 Effective Date : 01/01/2022	Version No. : 1.3	Reporting to: Manager / Assistant Manager, Toll Monitoring	Page 1 of 3

JOB PURPOSE : To ensure efficient and effective monitoring of Toll Plaza operations through consistent review and reporting of equipment breakdowns, traffic and revenue discrepancies, bank in amounts and perform routine/planned inspections to ensure correct application and enforcement of procedures.

RESPONSIBILITIES :

- (1) Check and verify all daily reports generated by the HQ computer system.
- (2) Check and verify daily/monthly traffic and revenue reports submitted by the Toll Plazas.
- (3) Investigate reasons for discrepancies between computer generated, collector declared and bank in revenue and report reasons for discrepancies.
- (4) Check and verify incidences of equipment breakdown to determine rate and frequency of breakdowns, response time for repairs and the possibility of tampering to prevent the detection/counting of vehicles.
- (5) Conduct scheduled / surprise inspections under the guidance of the Head / Deputy Head, Toll Management and Manager / Assistant Manager, Toll Monitoring to ensure the correct application and enforcement of procedures.
- (6) Conduct regular checks on Toll Floats and Petty Cash Floats maintained at the Toll Plazas to detect and deter pilferage.
- (7) Conduct random body checks on toll collectors in the presence of witnesses.
- (8) Assist the Head / Deputy Head, Toll Management and Manager / Assistant Manager, Toll Monitoring in perform their administrative duties necessary at Headquarters.
- (9) Assist in handling administrative duties concerning the Toll Plazas namely recruitment of staff, procurement and witnessing the counting of bank in revenue when required.
- (10) To inform immediately Manager / Assistant Manager, Toll Monitoring on all abnormal cases occurred at plaza level such as accident, robbery, fire incident & etc.
- (11) Prepare and analyze critical reports such as Traffic and Revenue Growth, AVC discrepancy, lanes uptime, violation, customer complaints, expired cards, faulty cards, etc. To initiate investigation for any trends that may indicate consistent discrepancies or unusual numbers.
- (12) Perform any other duties and responsibilities as directed by Head / Deputy Head, Toll Management, Vice, Manager / Assistant Manager, Toll Monitoring or anybody assigned by them from time to time.

Alloy Toll Management Sdn Bhd		Job Title : Executive, Toll Monitoring	
Doc No : JD17 Effective Date : 01/01/2022	Version No. : 1.3	Reporting to: Manager / Assistant Manager, Toll Monitoring	Page 2 of 3

REQUIRED COMPETENCIES:

a) Education and Experience

- Bachelor Degree in any discipline

If the above requirement are not met, below criteria is to be considered:

- Internal Staff – at least 5 years as Senior Supervisor and rated as good performer.

b) Skills

- Leadership skills
- Communication skills
- Planning and management skills
- Good in mathematical and analytical skills
- Report writing skills
- Auditing skills

If the above skills are not met, training on related skill topic to be given, either internally or externally.

Training to be given on below topics:

- ATM Quality Management System
- Understand Senior Toll Monitoring Supervisor, Toll Monitoring Supervisor, Senior Supervisor, Supervisor, Assistant Supervisor, Jurutol and Teller Pusat Khidmat Pelanggan job responsibilities:
 - Senior Supervisor, Toll Monitoring – JD 22
 - Senior Supervisor, Toll – JD 05
 - Supervisor, Toll – JD 06, PM 12 to PM 20, PM 22 to PM 25, PM 27 to PM 32, PM 35 to PM 41, AKP 02, AKP 04 to AKP 07
 - Supervisor, Toll Monitoring – JD 15
 - Assistant Supervisor, Toll – JD 19
 - Toll Collector – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 24
 - Kerani POS – JD 21
- Toll Collection System - Open and Closed System
- Toll Collection System - Hardware Specification

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Doc No : JD17 Effective Date : 01/01/2022	Version No. : 1.3	Reporting to: Manager / Assistant Manager, Toll Monitoring	Page 3 of 3

DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	12/06/2012	Initial Release - JD Toll Monitoring Executive previously was combined with JD Operations Executive.	-	1.0
2	16/06/2014	Redesignation of job title. Updated training topics to be given based on the revised QMS.	-	1.1
3	23/03/2018	Redesignation of job title from Senior Vice President II, Head, Toll Management to Head/ Deputy Head, Toll Management. Updated training topics to be given based on the revised QMS. Amendment; - Revision No. changes to Version No. as agreed in the 4 th ISO New Standard Transition meeting.	-	1.2
4	01/01/2022	Redesignation the Job title. Updated training topics to be given based on the revised QMS.	-	1.3

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