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| <b>Alloy Toll Management Sdn Bhd</b>                       |                          | <b>Job Title : Senior Toll Monitoring Supervisor</b>  |                    |
| <b>Doc No : JD22</b><br><b>Effective Date : 23/03/2018</b> | <b>Version No. : 1.1</b> | <b>Reporting to:</b><br><b>Vice President/ Assistant Vice President</b><br><b>Toll Monitoring , Executive Toll Monitoring</b> | <b>Page 1 of 3</b> |

**JOB PURPOSE :** To ensure efficient and effective monitoring of Toll Plaza operations and perform planned / ad hoc inspections to ensure correct application and enforcement of procedures.

**RESPONSIBILITIES :**

- (1) Conduct scheduled inspections, ad-hoc inspections and continuous monitoring at Toll Plazas under the guidance of the Executive, Toll Monitoring to ensure the correct application and enforcement of procedures.
- (2) Investigate reasons for discrepancies between computer generated, collector declared and bank in revenue and report reasons for discrepancies.
- (3) Liaising with the toll plaza Supervisors for clarification and information on toll collections as and when required.
- (4) Conduct regular checks on Toll Floats and Petty Cash Floats maintained at the Toll Plazas to detect and deter pilferage.
- (5) Conduct random body checks on toll collectors in the presence of witnesses as and when necessary.
- (6) To inform immediately Executive, Toll Monitoring on all abnormal cases detected at plaza level such as pilferages, discrepancies on Toll Floats and Petty Cash Floats & etc.
- (7) Ensure compliance by all personnel to established procedures i.e “Prosedur Kerja Penyelia”, “Prosedur Kerja Jurutol”, “Arahan Kerja Penyelia” and “Arahan Kerja Jurutol”.
- (8) Auditing and viewing transactions from CCTV recording to trace any process non-compliance, suspected pilferages or negligence.
- (9) Conducting daily verification and reconciling image of class discrepancy, exemption, violation, wrong class and any exceptional transactions.
- (10) Preparing and submitting periodic reports and updates (daily, weekly, monthly and yearly) as required by Executive Toll Monitoring and ATM HQ.
- (11) Assisting Executive, Toll Monitoring during Site Acceptance Test, System Testing or Works Verification, if required.
- (12) Assisting Executive, Toll Monitoring in validating inspection reports prepared by Toll Monitoring Supervisors.
- (13) Conduct training to Toll Monitoring Team as well as Operations on topics related to Enforcement as directed by the Vice President / Assistant Vice President, Toll Monitoring and Executive, Toll Monitoring.

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- (14) Assisting Executive, Toll Monitoring in reviewing Audit Checklist and Procedures from time to time.
- (15) Perform any other duties and responsibilities as directed by the Vice President/ Assistant Vice President Toll Monitoring, Executive Toll Monitoring from time to time.

## **REQUIRED COMPETENCIES:**

### **a) Education and Experience**

- Diploma in any discipline.

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

- Internal Staff – Supervisor with 5 years experience and rated as good performance.

### **b) Skills**

- Leadership skills
- Communication skills
- Planning and organizing skills
- Computer literate
- Trusty and honesty

**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 Toll Monitoring Supervisor, Senior Supervisor, Supervisor, Jurutol and Teller Pusat Khidmat Pelanggan job responsibilities:
  - Toll Monitoring Supervisor – JD 15
  - Senior Supervisor – JD 05
  - Supervisor – JD 06, PM 12 to PM 20, PM 22 to PM 25, AKP 04 to AKP07
  - Jurutol – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 23
  - Teller Pusat Khidmat Pelanggan – JD 22
- Toll Collection System - Open / Closed System

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### DOCUMENT AMENDMENT REGISTER

| <b>NO</b> | <b>DATE</b> | <b>REASON</b>  | <b>CHAPTER</b> | <b>VERSION</b> |
|-----------|-------------|--|----------------|----------------|
| 1         | 01/04/2017  | Initial Release  | -              | 1.0            |
| 2         | 23/03/2018  | Updated training topics to be given based on the revised QMS.<br><br>Amendment;<br>- Revision No. changes to Version No. as agreed in the 4 <sup>th</sup> ISO New Standard Transition meeting. | -              | 1.1            |
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