

Alloy Toll Management Sdn Bhd		Job Title : Toll Monitoring Supervisor	
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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) Perform any other duties and responsibilities as directed by the Vice President/ Assistant Vice President Toll Monitoring and Executive, Toll Monitoring from time to time.

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REQUIRED COMPETENCIES:

a) Education and Experience

- Diploma in any discipline.

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

- Internal Staff – Toll Collector with 2 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 Supervisor, Jurutol and Teller Pusat Khidmat Pelanggan job responsibilities:
 - i) Supervisor – JD 06, PM 12 to PM 20, PM 22 to PM 25, AKP 02, AKP 05 to AKP 07
 - ii) Jurutol – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 23
 - iii) Teller Pusat Khidmat Pelanggan - JD 22
- Toll Collection System - Open / Closed System

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	01/11/2011	Initial Release	-	1.0
2	12/06/2012	(1) JD Toll Monitoring Supervisor was updated to reflect current work scope and responsibilities. (2) New inserted : Cross reference with AKP 02.	-	1.1
3	16/06/2014	Redesignation of job title. Updated training topics to be given based on the revised QMS.	-	1.2
4	23/03/2018	Amended on Reporting position. 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.	-	1.3

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