

Alloy Toll Management Sdn Bhd		Job Title : Executive, Operations	
Doc No : JD04 Effective Date : 23/03/2018	Version No. : 2.8	Reporting to: Operations Manager / Vice President / Assistant Vice President, Operations	Page 1 of 3

JOB PURPOSE : To ensure efficient and effective operations of Toll Plaza through consistent management and planning on manpower, lanes operation, equipment, traffic and revenue data, bank in amounts, processes, abnormal events and perform spot check in ensuring all process being follow as per QMS.

RESPONSIBILITIES :

- (1) Check and verify daily / monthly traffic and revenue reports submitted by the Toll Plazas.
- (2) Ensure all collection of money are safe and process as per QMS start from collection at lanes, declaration, safe keeping of money at strong room until CIT process.
- (3) Ensure the process of Transit Cards Movement are controlled at all plazas as per procedure start from exit lanes until flow to entry lane and Transit Cards transfer.
- (4) Investigate reasons for discrepancies between computer generated, collector declared and bank in revenue and report reasons for discrepancies.
- (5) Conduct regular checks on Toll Floats and Petty Cash Floats maintained at Toll Plazas to detect and deter pilferages.
- (6) Ensure monthly reports submitted from plaza are 100% timely and accurate.
- (7) Check and ensure all lanes at plaza are in operations mode. Reports and follow up to respective parties regards any breakdown of equipments that caused the closing of any lanes at plaza until the matters is solved.
- (8) To check and verify toll documents and reconciliation done by supervisor.
- (9) Conduct an investigation due to any Customer Complaints relates to internal operations and submit report to HQ within 3 working days.
- (10) Perform spot check over than normal shift to detect any pilferages, misconduct by staff at plazas in ensure that all procedure are being followed.
- (11) To inform immediately Operations Manager/ Vice President/ Assistant Vice President, Operations and Toll Monitoring on call on all abnormal cases occurred at plaza such as accident, robbery, fire incident, TNB Failure & etc.
- (12) Conduct random body checks on toll collectors in the presence of witnesses as and when it's needed.
- (13) Assist in handling administrative duties concerning recruitments of staff, training, confirmations and etc.

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- (14) Perform any other duties and responsibilities are directed by the Head/ Deputy Head, Toll Management/ Operations Manager/ Vice President/ Assistant Vice President, Operations or anybody that Head/ Deputy Head, Toll Management/ Operations Manager assigned from time to time.

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 Supervisor, Supervisor, Assistant Supervisor, Jurutol and Teller Pusat Khidmat Pelanggan job responsibilities:
 - i) Senior Supervisor – JD 05
 - ii) Supervisor – JD 06, PM 12 to PM 20, PM 22 to PM 25, AKP 02, AKP 04 to AKP 07
 - iii) Assistant Supervisor – JD 19
 - iv) Jurutol – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 23
 - v) Teller Pusat Khidmat Pelanggan – JD 22
- Toll Collection System - Open and Closed System
- Toll Collection System - Hardware Specification

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DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	26/5/2000	Initial Release	-	1.1
2	11/6/2002	JD updated to be in-line with ISO 9001:2000	-	2.0
3	16/6/2003	DGM upgraded to GM	-	2.1
4	1/11/2005	Administrative changes on the format	-	2.2
5	02/05/2006	New inserted- Minimum required experience for internal staff to be promoted as Operation Executive Amendment Made – Reporting person	-	2.3
6	01/09/2009	JD updated to be in-line with ISO 9001:2008	All	2.4
7	15/10/2010	To inform immediately Operations Manager and Toll Monitoring Manager on all abnormal cases occurred at plaza level such as accident, robbery, fire incident & etc.	No. 11	2.5
8	12/06/2012	i) JD was updated to reflect current work scope and responsibilities. ii) New inserted – Cross reference to AKP 02.	-	2.6
9	16/04/2014	Redesignation of job title. Updated training topics to be given based on the revised QMS.	-	2.7
10	23/03/2018	Redesignation of job title from Senior Vice President II, Head, Toll Management to Head/ Deputy Head, Toll Management. New Inserted of job title Vice President / Assistant Vice President, Operations. 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.	-	2.8

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