

<b>Alloy Toll Management Sdn Bhd</b>		<b>Job Title : Senior Executive, Toll Monitoring</b>	
<b>Doc No : JD13</b> <b>Effective Date : 01/01/2022</b>	<b>Version No. : 1.4</b>	<b>Reporting to: Manager / Assistant Manager, Toll Monitoring</b>	<b>Page 1 of 3</b>

**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 Executive from the HQ computer system.
- (2) Second verification on daily/monthly traffic and revenue reports, AVC discrepancy, Customer complains, Expired cards, Violation submitted by the Executive.
- (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 regular planned and surprise on-site visits and inspections under the guidance of the Head / Deputy Head, Toll Management and Manager, Toll Monitoring to ensure the correct application and enforcement of procedures.
- (6) Review monthly duty rosters to check for compliance with existing labour laws and ensure the optimum utilization of human resources.
- (7) Assist the Head / Deputy Head, Toll Management in vehicle management, asset management and perform their administrative duties necessary at Headquarters.
- (8) Assist in handling administrative duties concerning the Toll Plazas namely recruitment of staff, procurement and witnessing the counting of bank in revenue when required.
- (9) To perform second verification on reports generated by Executives.
- (10) Perform any other duties and responsibilities as directed by the Head / Deputy Head, Toll Management and Manager, Toll Monitoring or anybody assigned by them from time to time.

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## **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, Executive Toll Monitoring, Senior Toll Monitoring Supervisor, Toll Monitoring Supervisor, Assistant Supervisor, Jurutol and Teller Pusat Khidmat Pelanggan job responsibilities:
  - i) Executive, Toll Monitoring – JD 17, PM 15, AKTM 01, PM 26, PM 33
  - ii) Senior Supervisor, Toll Monitoring – JD 22
  - iii) Senior Supervisor, Toll – JD 05
  - iv) 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
  - v) Supervisor, Toll Monitoring – JD 15
  - vi) Assistant Supervisor, Toll – JD 19
  - vii) Toll Collector – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 24
  - viii) Kerani POS – JD 21
- Toll Collection System - Open and Closed System

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- Toll Collection System - Hardware Specification

#### DOCUMENT AMENDMENT REGISTER

NO	DATE	REASON	CHAPTER	VERSION
1	01/06/2010	Initial Release	-	1.0
2	12/06/2012	New inserted : Cross reference to AKP 02	-	1.1
3	16/06/2014	Redesignation job title. Updated training topics to be given based on the revised QMS.	-	1.2
4	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 <sup>th</sup> ISO New Standard Transition meeting.	-	1.3
5	01/01/2022	Redesignation the Job title. Updated training topics to be given based on the revised QMS.	-	1.4

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