

<b>Alloy Toll Management Sdn Bhd</b>		<b>Job Title : Assistant Supervisor</b>	
<b>Doc No : JD19</b> <b>Effective Date : 23/03/2018</b>	<b>Version No. : 1.2</b>	<b>Reporting to:</b> <b>Senior Supervisor / Supervisor</b>	<b>Page 1 of 3</b>

**JOB PURPOSE :** To support Senior Supervisor / Supervisor in ensuring efficient and effective supervision of toll collection activities especially those related to lane management and security during the shift while maintaining established communication lines with the Senior Supervisor / Supervisor, Senior Executive, Operations, Executive Operations and Operational Control Centre.

**RESPONSIBILITIES :**

- (1) Supervise toll collection operations and personnel during the shift to ensure that : -
  - (a) Sufficient stationery, toll floats, tools and equipment is available for Toll Collectors.
  - (b) The toll equipment is in good working order.
  - (c) Toll Collectors comply with existing procedures and policies as outlined in "Prosedur Kerja Jurutol" during the shift.
  - (d) Toll Collectors are properly attired in the company uniforms prior to performing to jobs on the lanes.
- (2) To assist Supervisor in carrying out shift duties.
- (3) Manage conflicts and grievances during the shift.
- (4) Maintain effective communications with the Operations Manager/ Vice President/ Assistant Vice President, Operations / Senior Executive, Operations / Executive Operations / Toll Monitoring / Senior Supervisor / Supervisor to ensure that all emergency situations which effect toll operations are reported immediately.
- (5) Ensure that a sufficient number of lanes are opened to cater for smooth traffic flow through the toll plaza. Instruct Toll Collectors to perform overtime work if traffic flow is heavy and additional lanes are required.
- (6) Make regular visits to the lanes and guard post to ensure that cleanliness is maintained and that the security guard are performing their duties as outlined in the "Arahan Tetap Pengawal Keselamatan".
- (7) To assist Senior Supervisor/ Supervisor in printing and verifying all daily reports generated from Supervisor Console and file them properly.
- (8) Report all incidents involving toll plaza operations to Supervisors.
- (9) Report all "Kejadian Luar Biasa" to Supervisors.
- (10) Perform any other duties and responsibilities as directed by the Operations Manager/ Vice President/ Assistant Vice President, Operations / Senior Executives, Operations/ Executive

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Operations/ Senior Supervisor/ Supervisors from time to time.

## **REQUIRED COMPETENCIES:**

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

- STPM (Sijil Tinggi Pelajaran Malaysia) OR Certificate 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:
  - Supervisor – JD 06, PM 12 to PM 20, PM 22 to PM 25, AKP 02, AKP 04 to AKP 07
  - 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	08/11/2012	Initial Release	All	1.0
2	16/06/2014	Redesignation job title. Update training topics to be given based on the revised QMS	All	1.1
3	23/03/2018	Updated training topics to be given based on the revised QMS.  New Inserted of job title Vice President / Assistant Vice President, Operations.  Amendment; - Revision No. changes to Version No. as agreed in the 4 <sup>th</sup> ISO New Standard Transition meeting.	-	1.2

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