

Alloy Toll Management Sdn Bhd		Job Title : Senior Executive, Operations	
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JOB PURPOSE : To assist Operation Manager in ensuring efficient and effective operation of Toll Plaza through consistent management and planning on manpower, lanes operation, equipment, traffic and revenue data, bank in amounts, processes, abnormal event 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) Investigate reason for discrepancies between computer generated, collector declared and bank in revenue and report reason for discrepancies.
- (3) Conduct regular check on Toll Floats and Petty Cash Float maintained at all Toll Plazas to detect and deter pilferages.
- (4) To conduct and analyze toll collectors and toll supervisors training, performance appraisal and acquire feedback on toll operation and administration.
- (5) To ensure the implementation of established policies and procedure at Toll Plazas and conduct visits to ensure the compliance.
- (6) To monitor and review job schedule and duty roster of Toll Supervisor in his/her designated plazas and ensuring optimum manpower allocation.
- (7) To ensure toll plaza's preparation in term of manpower, equipments, transit cards, security, float monies, etc to support public holiday's peak period.
- (8) Check and ensure all lanes at plaza are in operation 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.
- (9) Perform any other duties and responsibilities are directed by the Head / Deputy Head, Toll Management / Operations Manager or anybody that Head / Deputy Head, Toll Management / Operations Manager assigned 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 Operations Executive 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 Executive, Operations, Senior Supervisor, Supervisor, Assistant Supervisor, Jurutol and Teller Pusat Khidmat Pelanggan job responsibilities:
 - i) Executive, Operations – JD 04
 - ii) Senior Supervisor – JD 05
 - iii) Supervisor – JD 06, PM 12 to PM 20, PM 22 to PM 25, AKP 02, AKP 04 to AKP 07
 - iv) Assistant Supervisor – JD 19
 - v) Jurutol – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 23
 - vi) 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	08/11/2011	Initial Release	-	1.0
2	30/04/2014	Amendment made on Job title		1.1
3	16/06/2014	Redesignation of job title.	-	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 th ISO New Standard Transition meeting.	-	1.3

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