

<b>Alloy Toll Management Sdn Bhd</b>		<b>Job Title : Head / Deputy Head, Toll Management</b>	
<b>Doc No : JD02</b> <b>Effective Date : 01/01/2022</b>	<b>Version No. : 2.8</b>	<b>Reporting to: Chief Operating Officer</b>	<b>Page 1 of 4</b>

**JOB PURPOSE :** To establish company policy and participate in the determination of company's objectives.

To identify, implement and review internal controls in order that all objectives of the company are properly accomplished

**RESPONSIBILITIES :**

- 1) Responsible for the daily operation and activities of the company.
- 2) To seek, review and recommend to the Management Committee, development opportunities for the company.
- 3) Reviews plan, programs and operational capabilities in respect of toll collection and maintenance activities and strategize for continual improved efficiencies.
- 4) Develop budgets to manage all processes within the organization.
- 5) Manage employee relations, health & safety and safeguard company property and facilities.
- 6) Plan, direct, control, review and report on investigations to detect and deter fraud.
- 7) Liaise with authorities, consultants, contractors, manufacturers and vendors to ensure smooth implementation of the company's activities.
- 8) Perform any other duties and responsibilities as directed by the Chief Operating Officer from time to time.
- 9) Demonstrate leadership and commitment with respect to the Quality Management System by:
  - a) Taking accountability for the effectiveness of the quality management system.
  - b) Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization.
  - c) Ensuring the integration of the quality management system requirements into the organization's business processes.
  - d) Promoting the use of the process approach and risk-based thinking.
  - e) Ensuring that the resources needed for the quality management system are available.
  - f) Communicating the importance of effective quality management and of conforming to the quality management system requirements.
  - g) Ensuring that the quality management system achieves its intended results.

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- h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system.
- i) Promoting improvement.
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

## **REQUIRED COMPETENCIES:**

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

- Masters / Degree in any discipline
- Minimum 10 years working experiences in similar industry

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

### **b) Skills**

- Leadership skills
- Communication skills
- Planning and management skills
- Financial knowledge
- 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 of following job responsibilities:
  - i) Manager/ Assistant Manager, Toll Monitoring – JD 10
  - ii) Manager/ Assistant Manager, Toll Operations – JD 03
  - iii) Senior Executive, Toll Operations – JD 18
  - iv) Senior Executive, Toll Monitoring – JD 13
  - v) Executive, Toll Operations – JD 04, PM 34
  - vi) Executive, Toll Monitoring – JD 17, PM 15, AKTM 01, PM 26, PM 33
  - vii) Executive, Administration – JD 14

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- viii) Senior Supervisor, Toll Monitoring – JD 22
- ix) Senior Supervisor, Toll – JD 05
- x) 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
- xi) Supervisor, Toll Monitoring – JD 15
- xii) Assistant Supervisor, Toll – JD 19
- xiii) Toll Collector – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 24
- xiv) Kerani POS – JD 21

- 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	All	1.1
2	11/6/2002	JD updated to be in – line with ISO 9001:2000	All	2.0
3	1/11/2005	Administrative changes of the format	All	2.1
4	2/05/2006	Amendment made - Minimum education and experience required	All	2.2
5	01/09/2009	JD updated to be in-line with ISO 9001:2008	All	2.3
6	12/06/2012	New inserted: Cross reference with AKP 02	-	2.4
7	16/06/2014	Redesignation of job title from General Manager to Senior Vice President II, Head, Toll Management. Updated training topics to be given based on the revised QMS.	All	2.5
8	23/03/2018	Redesignation of job title from Senior Vice President II, Head, Toll Management to Head/ Deputy Head, Toll Management.  Redesignation of position Group Managing Director to Executive Director.  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.	All	2.6
9	03/07/2019	Amendment and updated Job Description as per comments during the Re Assessment Audit and Transition Audit ISO 9001:2015	All	2.7
10	01/01/2022	Redesignation the Job title. Updated training topics to be given based on the revised QMS.	-	2.8

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