

Alloy Toll Management Sdn Bhd		Job Title : Operations Manager / Vice President / Assistant Vice President, Operations	
Doc No : JD03 Effective Date : 23/03/2018	Version No. : 2.7	Reporting to: Head / Deputy Head, Toll Management	Page 1 of 4

JOB PURPOSE : To ensure efficient and effective management and monitoring of the plazas' through proper planning, leading, directing and controlling of all toll collection and related activities.

RESPONSIBILITIES :

- (1) Review, formulate and implement procedures or policies related toll collection and operations from time to time in ensuring continuous improvement with special emphasis on the adequacy of internal controls.
- (2) Ensure that toll collection operation and management are in accordance with the statutory and regulatory requirements.
- (3) Ascertain that the toll plazas' administration and office management are properly preserved comprising the cleanliness, security/safety, asset/stock management and plaza premises/surrounding areas.
- (4) Ensure that at all times the toll system is working properly and the activities of toll collectors also the supervisory staff are according to the relevant Arahan Kerja and operational guidelines.
- (5) Ensure human resources management is at the optimum level and in compliance with the relevant regulatory requirements.
- (6) Monitor the cash management activities at the plazas and carry out regular checks on toll floats, Petty cash floats and the operation of Counting Center to prevent and detect any misconduct or fraudulent activity.
- (7) Conduct regular inspection and investigation in order to detect and deter any possible fraud that could lead to pilferage of toll collections by performing spot checks, discreet observations and manual counting of vehicles.
- (8) Plan and perform necessary investigative procedures when statistical and other reports indicate consistent discrepancies or unusual activities of a particular toll collector.
- (9) Compilation of statistics i.e. revenue, traffic patterns, user types, violation frequency and other related data in the Monthly Toll Operations Status Report to the Management.
- (10) Perform any other duties and responsibilities as directed by the Head / Deputy Head, Toll Management from time to time.

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REQUIRED COMPETENCIES:

a) Education and Experience

- Bachelor Degree in any discipline.
- Minimum 5 years working experiences although not necessary to be in similar industry.

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

- Diploma holders with 8 – 10 years experiences although not necessary to be in similar industry.

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 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 21

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- 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 to the format	All	2.1
4	2/5/2006	Amendment made: i) Operation Manager reporting to General Manager and Toll Monitoring Manager ii) 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	01/06/2010	Amendment made: i) Operation Manager reporting to General Manager.	All	2.4
7	12/06/2012	Amendment made: i) Operation Manager reporting to General Manager / Senior Manager. New inserted : i) Cross reference to AKP 02.	All	2.5
8	16/06/2014	Redesignation of job title. Updated training topics to be given based on the revised QMS. Changes of Revision to Version	All	2.6
9	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.	All	2.7

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