

Alloy Toll Management Sdn Bhd		Job Title : Senior Supervisor, Toll	
Doc No : JD05 Effective Date : 01/01/2022	Version No. : 2.8	Reporting to: Manager / Assistant Manager, Toll Operations / Senior Executive / Executive, Toll Operations	Page 1 of 4

JOB PURPOSE : To ensure efficient and effective operation of the Toll Plazas through proper planning, organizing, directing and controlling of resources while maintaining established lines of communication between the Toll Plaza and Headquarters.

RESPONSIBILITIES :

- (1) Coordinate Toll Plaza operations prepare daily traffic, revenue and event reports and forward these to Headquarters every day.
- (2) Open the strong room in the presence of the CIT guards on designated days and times.
- (3) Witness and verify the handing over of toll collection from the toll plaza to the CIT guards.
- (4) Manage and control all correspondence, fax transmissions, telephone calls and document transfers between the Toll Plaza and outside parties including Headquarters.
- (5) Check and verify the correctness of utility bills for the Toll Plaza.
- (6) Manage the Petty Cash and Toll Floats according to guidelines established by the Finance and Operations Department.
- (7) Prepare duty rosters three months in advance for Supervisor's, Assistant Supervisor and Jurutol, taking into consideration operational requirements and existing labor laws governing shift work.
- (8) Assist Supervisor's to handle complaints from road users and channel these complaints to the Operations Department for further action.
- (9) Control all stock and consumables and request replenishment of these at established cut-off points.
- (10) Manage the company's assets at the Toll Plaza namely Toll Supervisory Building, Toll Equipment, Office Equipment, Furniture & fittings and report any loss/ accidents/ damage involving these assets.
- (11) Counsel, motivate and train Toll Plaza personnel to perform up to expectations.
- (12) Ensure compliance by all personnel to established procedures i.e. "Prosedur Kerja Penyelia", "Prosedur Kerja Jurutol", "Prosedur Keselamatan" and report all serious cases of non - compliance.
- (13) Manage conflicts, grievances etc and report the same to Operations Department for further action.
- (14) Ensure that the safety of Toll Plaza personnel and the security of the Toll collection is never compromised.
- (15) Do advance planning of operational requirements for days when peak traffic is expected so as to ensure that a high level of service is maintained and bottlenecks do not occur at the Toll Plaza.

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- (16) Report all "Emergency Situations" involving Toll Plaza operations to the Head/ Deputy Head, Toll Management in writing or through telephone calls at any time of the day or night where necessary.
- (17) Perform any other duties and responsibilities as directed by the Manager/ Assistant Manager, Toll Operations, Senior Executive, Toll Operations and Executive, Toll Operations from time to time.

REQUIRED COMPETENCIES:

a) Education and Experience

- Diploma in any discipline.

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

- Internal Staff – Supervisor with 2 years experience and rated as good performer.

b) Skills

- Leadership skills
- Communication skills
- Planning and organizing skills
- Good investigation skills
- Report writing 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 of following job responsibilities:
 - i) 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
 - ii) Assistant Supervisor, Toll – JD 19
 - iii) Toll Collector – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 24
 - iv) Kerani POS – JD 21
- Toll Collection System - Open and Closed System

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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	16/6/2003	DGM Upgraded to GM. Coordinator changed to Assistant Supervisor. Chief Supervisor to Senior Supervisor	All	2.1
4	1/11/2005	Administrative changes on the format.	All	2.2
5	02/05/2006	New inserted - Minimum required experience for internal staff to be promoted as Senior Supervisor To omit JD No. 4: Reconcile all differences between the collector declared amounts and the Gombak Toll Plaza Counting Centre count (CC1.00) and forward the results to headquarters daily.	All	2.3
6	01/09/2009	JD updated to be in-line with ISO 9001:2008	All	2.4
7	12/06/2012	New inserted – Cross reference to AKP 02.	All	2.5
8	16/06/2014	Redesignation job title. Updated training topics to be given based on the revised QMS.	-	2.6
8	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.	-	2.7
8	23/03/2018	Updated JD no. 10, - Manage the company's assets at the Toll Plaza namely Toll Supervisory Building, Toll Equipment, Office Equipment, Furniture & fittings and report any loss/ accidents/ damage involving these assets. Amendment; - Revision No. changes to Version No. as agreed in the 4 th ISO New Standard Transition meeting.	-	2.7

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NO	DATE	REASON	CHAPTER	VERSION
9	01/01/2022	Redesignation the Job title. Updated training topics to be given based on the revised QMS.	-	2.8

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