

Alloy Toll Management Sdn Bhd		Job Title : Manager / Assistant Manager, Toll Monitoring	
Doc No : JD10 Effective Date : 01/01/2022	Version No. : 1.6	Reporting to: Head / Deputy Head, Toll Management	Page 1 of 3

JOB PURPOSE : To identify, implement, maintain & monitor the system of internal process controls in order that all objectives of the company are properly accomplished.

RESPONSIBILITIES :

- (1) Review, formulate and implement procedures or policies related to internal monitoring and process controls of toll collection and operations from time to time in ensuring continuous improvement.
- (2) Constantly seeks review and recommends to management continuous improvement opportunities in addressing internal monitoring and process controls.
- (3) Detect and deter non-compliance & fraud by ensuring effective implementation of toll monitoring and internal controls.
- (4) Ensure that the systems are not manipulated to prevent pilferages by conducting close monitoring and investigation due to any equipment breakdown or system disruption.
- (5) Plan, direct and conduct regular inspection and investigation in order to detect and deter any possible fraud that could lead to pilferage of toll collection.
- (6) Plan and perform necessary investigative procedures when statistical and other reports indicate consistent discrepancies or unusual activities of a particular toll collector.
- (7) Compile statistics i.e. revenue, traffic patterns, user types, violation frequency and other related data for submission to the relevant authorities.
- (8) Manage and continually improve the toll operation procedures and Quality Management system related to toll monitoring enforcements and internal process controls.
- (9) Perform any other duties and responsibilities as directed by the Head / Deputy Head, Toll Management from time to time.

REQUIRED COMPETENCIES:

a) Education and Experience

- Bachelor Degree in any discipline
- Minimum 8 years working experiences although not necessary to be in similar industry (for Manager, Toll Monitoring)
- Minimum 5 years working experiences although not necessary to be in similar industry (for Assistant Manager, Toll Monitoring)

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

Diploma holders with 10-12 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 of following job responsibilities:
 - i) Senior Executive, Toll Operations – JD 18
 - ii) Senior Executive, Toll Monitoring – JD 13
 - iii) Executive, Toll Operations – JD 04, PM 34
 - iv) Executive, Toll Monitoring – JD 17, PM 15, AKTM 01, PM 26, PM 33
 - v) Executive, Administration – JD 14
 - vi) Senior Supervisor, Toll Monitoring – JD 22
 - vii) Senior Supervisor, Toll – JD 05
 - viii) 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
 - ix) Supervisor, Toll Monitoring – JD 15
 - x) Assistant Supervisor, Toll – JD 19
 - xi) Toll Collector – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 24
 - xii) 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	02/05/2006	Initial Release	All	1.0
2	01/09/2009	JD updated to be in-line with ISO 9001:2008	All	1.1
3	02/02/2012	Amendment made : Toll Monitoring Manager / Assistant Manager reporting to Senior Manager. New inserted: Required competencies for Toll Monitoring Assistant Manager.	All	1.2
4	12/06/2012	New inserted : Cross reference to AKP 02.	-	1.3
5	16/06/2014	Redesignation job title from Toll Monitoring Manager/ Assistant Manager to Vice President / Assistant Vice President, Toll Monitoring. Updated training topics to be given based on the revised QMS	-	1.4
5	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.	-	1.5
6	01/01/2022	Redesignation the Job title. Updated training topics to be given based on the revised QMS.	-	1.6

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