

Alloy Toll Management Sdn Bhd		Job Title : Supervisor	
Doc No : JD06 Effective Date : 23/03/2018	Version No. : 2.7	Reporting to: Operations Manager / Vice President / Assistant Vice President, Operations / Executive, Operations / Senior Supervisor	Page 1 of 4

JOB PURPOSE : To ensure efficient and effective supervision of toll collection activities especially those related to cash handling, lane management and security during the shift while maintaining established communication lines with the Executive, Operations and Operational Control Centre.

RESPONSIBILITIES :

- (1) Supervise toll collection operations and personnel during the shift to ensure that : -
 - (a) Sufficient stationery, toll floats, tools and equipment is available for Toll Collectors.
 - (b) The toll equipment is in good working order.
 - (c) Toll Collectors comply with existing procedures and policies as outlined in "Prosedur Kerja Jurutol" during the shift.
 - (d) Toll Collectors are properly attired in the company uniforms prior to performing to jobs on the lanes.
- (2) Counsel, motivate and conduct training for Toll Collectors to perform up to expectations.
- (3) Manage conflicts and grievances during the shift.
- (4) Maintain effective communications with the Operations Manager/ Vice President/ Assistant Vice President, Operations/ Executive, Operations/ Executive, Toll Monitoring to ensure that all emergency situations which effect toll operations are reported immediately.
- (5) Ensure that a sufficient number of lanes are opened to cater for smooth traffic flow through the toll plaza. Instruct Toll Collectors to perform overtime work if traffic flow is heavy and additional lanes are required.
- (6) Witness the handing in of the toll collection from Toll Collectors during the shift and ensure that the money is properly counted, packed and declared as outlined in "Prosedur Kerja Jurutol".
- (7) Check all documents submitted by the Toll Collector at the end of the shift and make amendments where necessary after comparing the collector declared revenue with the computer generated revenue.
- (8) Make regular visits to the lanes and guard post to ensure that cleanliness is maintained and that the security guard are performing their duties as outlined in the "Arahan Tetap Pengawal Keselamatan".
- (9) Hold and safeguard the key to the strong room and open the strong room for counting process including the supervision of Cash In Transit in the absent of Senior Supervisor.

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(10) Print/ verify all daily reports generated from Supervisor Console and file them properly.

(11) Report all incidents involving toll plaza operations to headquarters.

(12) Report all "Kejadian Luar Biasa" to headquarters.

(13) Perform any other duties and responsibilities as directed by the Operations Manager/ Executive, Operations / Senior Supervisor 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 – Toll Collector with 2 years experience and rated as good performance.

b) Skills

- Leadership skills
- Communication skills
- Planning and organizing 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.

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Training to be given on below topics:

- ATM Quality Management System
- Understand Supervisor and Jurutol job responsibilities:
 - i) Supervisor – JD 06, PM 12 to PM 20, PM 22 to PM 25, AKP 02, AKP 04 to AKP 07
 - ii) Assistant Supervisor – JD 19
 - iii) Jurutol – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 23
 - iv) Teller Pusat Khidmat Pelanggan – JD 21
- Toll Collection System - Open / 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 in0line with ISO 9001:2000	All	2.0
3	20/8/2003	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 Supervisor	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 with AKP 02	-	2.5
8	16/06/2014	Redesignation job title. Updated training topics to be given based on the revised QMS.	-	2.6
9	23/03/2018	Updated training topics to be given based on the revised QMS. New Inserted of job title Vice President / Assistant Vice President, Operations. Redesignation of position Chief Supervisor to Senior Supervisor. Amendment; - Revision No. changes to Version No. as agreed in the 4 th ISO New Standard Transition meeting.	- JD NO. 9	2.7