

Alloy Toll Management Sdn Bhd		Job Title : Vice President / Assistant Vice President, Toll Monitoring	
Doc No : JD10 Effective Date : 23/03/2018	Version No. : 1.5	Reporting to: Head / Deputy Head, Toll Management	Page 1 of 4

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 Vice President, Toll Monitoring)
- Minimum 5 years working experiences although not necessary to be in similar industry (for Assistant Vice President, 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 Senior Executives Operations, Senior Executives Toll Monitoring, Executive, Operations, Executive, Toll Monitoring, Senior Toll Monitoring Supervisor, Senior Supervisor, Supervisor, Toll Monitoring Supervisor, Assistant Supervisor, Jurutol and Teller Pusat Khidmat Pelanggan job responsibilities:
 - i) Senior Executive, Operations – JD 18
 - ii) Senior Executive, Toll Monitoring – JD 13
 - iii) Executive, Operations – JD 04
 - iv) Executive, Toll Monitoring – JD 17, PM 15, AKTM 01
 - v) Senior Toll Monitoring Supervisor – JD 22
 - vi) Senior Supervisor – JD 05
 - vii) Supervisor – JD 06, PM 12 to PM 20, PM 22 to PM 25, AKP 02, AKP 05 to AKP 07
 - viii) Toll Monitoring Supervisor – JD 15, PM 12 to PM 20, PM 22 to PM 25
 - ix) Assistant Supervisor – JD 19
 - x) Jurutol – JD 09, PM 11, AK 01 to AK 16, AK 18 to AK 23

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xi) Teller Pusat Khidmat Pelanggan – JD 22

- 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

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