

Shift Incharge – Toll Operations

Location: Rajasthan

Key Responsibilities:

Traffic Management

- Responsible for entire toll operation and revenue management and traffic management at assigned shift, ensuring 100% toll collections from all tollable vehicles and fault-free cash reconciliation.
- Liaison to local administration and authority, public relations and crisis management. Take care of 100% compliance of toll with CA and with SOPs documented. Facilitate inter-department coordination i.e., coordination of support function with technical teams.

Manpower Management

- Handle the staff of Toll collectors, Lane assistants, cashiers, supervisors and validators, drivers, securities guards, and housekeeping staff.
- Prepare the roaster of Toll collectors and Lane assistants monthly.
- Ensure that all staff are present as per roaster.
- Ensure that sufficient manpower is present to run the smooth operation.
- Locate and monitor the work done by all staff, and deploy the manpower based on demand.
- Conduct surprise checks to booths, if any doubts about malpractice, closely monitor the staff working.

HR Activities

- Prepare the roaster for TCs, LA, route patrolling drivers, housekeeping staff and equipment team.
- Keep track of staff attendance.
- Prepare a monthly leave schedule.
- Arrange training for new joiners and periodic training for all subordinates.
- Introduction of new employees to the team
- Coordinating with employee agencies regarding attendance and leave management.

Office Administration

- Communicate all official notices and updates from management to staff.
- Maintain adequate materials for office consumption regarding stationery, pantry material, water, and snacks.
- Supervise office boys and housekeeping boys.

Purchase Management

- Prepare and process purchase orders received from the equipment team and office requisitions for materials, supplies, and equipment.
- Draft, explain, and implement instructions, evaluate the quotation received from vendors and get approval from the plaza manager.

Technical & Soft Skills:

- Responsible for entire toll operation and revenue management and traffic management at assigned shift, ensuring 100% toll collections from all tollable vehicles and fault-free cash reconciliation.
- Liaison to local administration and authority, public relations and crisis management.

Educational Qualification: Any Graduate

Experience: 2 to 4 years of relevant experience