1.	**JOB IDENTIFICATION**			
	Job Title: Toll Cashier		**Job No:**	
	Organization: Road Fund		**Date of approval:**	
	Job Grade:			
	Department: Finance		**Location:** Designated Border Post	
2.	**ORGANISATIONAL RELATIONSHIPS**			
	i.	Reports to –	a.	**Directly:** Shift Superviors
	ii.	Supervises –		
	iii.	Liaises with –	a.	**Internally:** Road Fund Staff
			b.	**Externally:**Border Agencies, Toll Clients and Other Toll Related stakeholders.
3.	**MAIN PURPOSE OF THE JOB**			
	The Toll Cashier is responsible for the collection and recording of toll fees at designated toll border posts. The Cashier mans the toll to ensure efficient revenue collection, proper record-keeping, and required customer service to road users. The Cashier is expected to operate within established financial procedures and policies, handle cash and electronic transactions securely, and contribute to organisational goals of transparency and financial accountability.			
4.	**DUTIES AND RESPONSIBILITIES**			

	Key Performance Areas (KPAs)	*Key Performance Inidicators (KPIs)*	*MEASUREMENT*	*EVIDENCE/SUPPORTING DOCUMENTS*	*WEIGHTING*
	Revenue Collection	Classify vehicles according to type and registration Collect toll fees based on the classification of vehicles and approved Toll tariff schedules. Accurately capture transactions and issue receipts.	Accuracy of classifications, transactions and receipts.	Survillance and Transaction report.	40
	Cash Handling	Print end-of-shift (cash-up) report to reconcile with POP receipts and cash at hand. Counts all cash collected and accurately record in the daily collection report. Fill bank deposit slip for daily banking. Report and account for any shortages, surpluses, or discrepancies immediately to the Toll Supervisor. Safeguard all collected funds and follow protocols during cash-in-transit. Reconcile stamped deposit slip with respective collection report.	Accurate Collections. Accurate deposits.	End of shift report. POP report. Cash collection report. Reconciliation report.	40

	Reporting	Maintain accurate transaction logs, incident reports, and shift summaries. Report in real time incidents to Toll Supervisor.	Accuracy of transaction logs shift summaries and timeliness of incident reports.	Verification Report. Incident report.	10
	Risk	Report any suspected fraudulent activities immediately. Identify and report the risk in their area of responsibility.	Report risks. Suggest internal controls.	Risk register.	10
	Additional Duties				100

5. QUALIFICATIONS CONSIDERED NECESSARY

Qualifications, Working Experience, and Knowledge:

COSC or equivalent.
Certificate in Accounting will be an added advantage.
Experience in cashiering, banking, or toll operations will be an added advantage.
Computer literacy (Microsoft Excel, Point of Sale systems, toll software).
Clean criminal record and strong ethical conduct.

6. REQUIRED COMPETENCES

Integrity, honesty, and accountability.
Strong numerical and reconciliation abilities.
Customer service orientation and problem-solving skills.
Ability to work under pressure, independently or as part of a team.
Time management and adaptability in shift-based environments

7 WORK CONDITIONS

Required to work in shifts, including weekends, nights, and public holidays.
Stationed at border gates or remote toll locations, with limited access to urban facilities.
Expected to wear a uniform and maintain a professional appearance at all times.
Must comply with all occupational health and safety regulations

8 SIGNATURES

	i.	Job Occupant ..... Signature	..... Date
	ii.	Immediate Supervisor ..... Signature	..... Date
	iii.	HoHRA Road Fund	.....

		Signature	Date
8.	**NOTE:** The above describe the nature and level of work to be performed by the incumbent of this position. They are not meant to be an exhaustive list of responsibilities and activities required of this position.		