1.	**JOB IDENTIFICATION**			
	Job Title: Toll Supervisor		**Job No:**	
	Organization: Road Fund		**Date of approval:**	
	Job Grade:			
	Department: Finance			
2.	**ORGANISATIONAL RELATIONSHIPS**			
	i.	Reports to –	a.	**Directly:** Senior Supervior
	ii.	Supervises –		Toll Cashiers
	iii.	Liaises with –	a.	**Internally:** All staff, Control room
			b.	**Externally:**Border Agencies, Toll Clients and Other Toll Related stakeholders.
3.	**MAIN PURPOSE OF THE JOB**			
	To oversee and manage the day-to-day shift operations at the designated border post/s, ensuring efficient toll collection, adherence to standard operating procedures, staff supervision, and required service delivery to road users, while maintaining integrity, accuracy, and accountability in all revenue collection processes.			
4.	**DUTIES AND RESPONSIBILITIES**			

	Key Performance Areas (KPAs)	***Key Performance Inidicators (KPIs)***	***MEASUREMENT***	***EVIDENCE/SUPPORTING DOCUMENTS***	***WEIGHTING***
	Cash Handling	Processes prepaid card applications. Collects amounts paid for prepaid card recharges. Loads the card according to allocation list and issues a report for recharged amount. Perform end-of-shift cash reconciliation against system reports,receipts issued and cash at hand. Safeguard revenue and banking records. Ensure availability of cashfloat and till rolls at all times.	All collections reconciled to cash reported. Shortages and discrepancies reported. Float amount maintained daily.	Cash reconcialiation reports EFT verification reports Cash float records Reconciliation report.	30

	Revenue Verification	Receives and Verifies EFT transactions for prepaid card recharges. Verifies collected money at the end of shift and reconciles against vehicle classifications and system reports. Facilitates proper handover during shift changes in line with the SOP. Prepares bank deposits for collected revenue on prepaid card recharges. Compiles weekly reconciliation statements for cash collections and deposits. Prepares weekly collections report. Prints customer prepaid card statements Reconciles stamped deposit slip with respective collection report.	Verified Collections and Vehicle classification. Daily banking. Weekly Reconciliation and collections report. Prepaid card statements.	Revenue reports. Daily reconciliation sheets. Weekly reconcialiation statements. Weekly collection reports. Banking reports. Prepaid Card Statements. Reconciliation report.	30
	Customer Service and Communication	Handles disputes, queries and escalates unresolved issues to Senior Supervisor.	Incident reported. Evidence of escalation when required.	Dispute resolution reports. Escalation records/emails. Incident Logs	20
	Compliance and Operational Controls	Ensures that standard operating procedures and control guidelines are adhered to. Maintains transaction logs, incident reports, and shift summaries. Logs; and Reports all incidents to ICT in line with the existing SOPs.	Compliance to SOPs. Transaction logs, shift summaries and timeliness of incident reports.	Compliance report. Transaction logs. Incident reports. Shift summaries.	5
	Risk	Reports any suspected fraudulent activities immediately to the Senior Supervisor. Identifies and report the risk in their area of responsibility.	Timely report of suspected fraudulent activities and risks.	Fraud/incident reports. Risk registers. Internal control recommendations.	5
	People Management and Office Administration	Prepares and manages shift roster for Toll Cashiers. Develops and manages leave rosters for Toll Cashiers. Liaise with immediate supervisor regarding replenishment of resources	Attendance compliance. Updated shift roster. Leave rosters. Administration reports.	Attendance report. Approved shift rosters. Leave rosters. Administration reports.	10
	Additional Duties				100

5.	**QUALIFICATIONS CONSIDERED NECESSARY**
	Qualifications, Working Experience, and Knowledge: Diploma in Business Studies, Accounting, Finance,CAT, or a related field. At least two (2) years of experience in cashiering, banking, or toll operations. 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- Use designated personal protective equipment (PPE) and maintain a Road Fund professional appearance		
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.		