

4. DUTIES, WORK FIELD, TRAITS:

D U T I E S R E Q U I R E D	JOB TITLE: Shift Supervisor	JOB CODE:
	DESCRIPTION OF DUTIES:	
	<p>ENSURES that shift staffing needs are met, such as shift start-up, shift changes and shift relief at the main toll plaza on the Eastern side and the Western side.</p>	
	<p>CONDUCTS a double lane exercise (Mondays-Fridays) on the 06:00-14:00hrs shift from 07:00-07:20hrs, and in the afternoon on the 14:00-22:00hrs shift depending on the traffic.</p>	
	<p>TAKES bookings, conducts special crossing and monitors the double lane exercise.</p>	
	<p>CHECKS, COLLECTS and VERIFIES correct amount of total revenue collected during the shift.</p>	
	<p>CREATES a safe and conducive environment for workers; TAKES precautionary measures against accidents; PROVIDES safety garments to serve as shield to them in the case of hazards and accidents.</p>	
	<p>REVIEWS marine and toll revenue daily to ensure payment corresponds with vessel category and ENSURES that the Toll Clerk balances with the counterpoint software.</p>	
	<p>ENSURES at the beginning of each shift, the cash float of \$5,000 is checked and handed over to the Tolls Clerks.</p>	
	<p>CONDUCTS checks on the computers and printers to ensure they are on and in working condition, at the commencement of each shift in the toll booth.</p>	
<p>ENSURES that thermal rolls and Charge Bill books are in all booths.</p>		
<p>ENSURES all By-Laws, Procedures and Regulations governing bridge operations are strictly adhered to.</p>		
<p>MONITORS equipment and merchandise so that the work area is safe, clean, and working correctly.</p>		
<p>COUNTS down register drawers, MAKES bank deposits, and UPDATES records.</p>		
<p>VERIFIES cash for bank deposit and AUTHORISES transactions.</p>		
<p>CHECKS generator and REPORTS any faults and damages.</p>		
<p>ORGANIZES opening and closing duties as assigned.</p>		

The above responsibility statements identify specific duties necessary to attain the DHBC's overall objectives while not precluding the jobholder from carrying out other related activities that may be inherent in the job.

W O R K F I E L D D A T A	WORK FIELD:			
	WORK REQUIREMENTS:			
	<u>MACHINES</u> Computer Point-of-Sale	<u>TOOLS</u> Pen Pencil Notebook Staple Machine Ruler Calculator	<u>WORK AIDS</u> DHBC Regulations Traffic Manual Signs Raincoat Gloves Respirator Safety boots Traffic Stop Cone Umbrellas Thermal Rolls	<u>EQUIPMENT</u> Reports First Aid Kit Visit Sheet Special Crossing Form Shift Form Weighing Form Retraction Form Double Lane Book Reflector Vest Charge Bill Book
				Fire Extinguisher Sand Bucket Water Bucket

JOB CODE:

JOB TITLE: Shift Supervisor

DESCRIPTION OF DUTIES Cont'd:

DEVELOPS and **IMPLEMENTS** strategies to promote hard-work amongst workers by rewarding outstanding performance with incentives.

CONDUCTS site visits at least three (3) times per shift at different points of the bridge.

VERIFIES weights of vehicles & **PREPARES** tickets. **GATHERS** information from ticket and vehicle drivers to prepare weighing form.

CONDUCTS retraction and **ENSURES** closure to vehicle traffic.

ENSURES full Staff complement of **Retractor Operators** & mechanical personnel.

ENSURES the **Toll Clerks** are present when the traffic is released and **MANAGES** the traffic.

PATROLS the bridge, **CONDUCTS** safety and security checks, **MONITORS** traffic and **DOCUMENTS** any unusual occurrences.

MAKES periodic inspections of all installations, areas of operations and **PREPARES** reports on such inspections and any defects observed.

LIAISES and **COMMUNICATES** with shipping agents/owners of vessels prior to and during Bridge retractions.

ENSURES all Reports related to (Cash; Toll revenue receipt; Special Crossing; Weighing; Marine Vessel Retraction Sheet) are completed at the end of shift.

PREPARES Annual Leave roster.

PREPARES Reports per shift to the **Traffic Coordinator**.

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5. SUPERVISORY JOB DESCRIPTION EVALUATION: QUALIFICATIONS PROFILE

JOB TITLE: Shift Supervisor		JOB CODE :		
FACTORS		SUBSTANTIATING DATA	DEGREES	POINTS
1	EDUCATION	Certification below the level of University First Degree, obtained at Training School or similar institution, including Diploma in Engineering, Marketing, Finance, Public Administration, Management, or other appropriate area.	3	72
2	EXPERIENCE/JOB KNOWLEDGE	Worker requiring up to seven years in-house training programmes in job related field, inclusive of customer service experience. Knowledge of standard practices, procedures and technologies related to current position.	3	68
3	TECHNICAL/ PROFESSIONAL	Must ensure that all activities supervised are affected within the framework of procedures.	2	55
4	PROBLEM SOLVING /DECISION MAKING	Often coordinates a diverse range and variety of activities requiring adherence to quality standards and involving complex procedures to address identifiable problems. Conditions may change from time to time.	3	40
5	INTERPERSONAL	The interpersonal contacts are with members of the general public as individuals. Such contacts can also be with employees in different Sections, where information is requested or provided or where routine queries are dealt with.	3	38
6	RESPONSIBILITY FOR MATERIALS, CASH, ETC	The Incumbent is responsible for directing and supervising the activities of subordinate staff on rotating shifts and to oversee the proper flow of traffic crossing the Bridge.	2	46
7	PROCEDURES/ REGULATIONS/ COMPLIANCE	Good knowledge of relatively complex processes, techniques and practices in order to carry out a variety of operations and maintain systems. Work requires knowledge of the processes, techniques and practices involved in the particular activity to execute assigned tasks using agreed methodologies, procedures and analytical techniques. Laws, Regulations, Policy Guidelines, Directives, Operating Manuals and Precedents are provided.	3	32
8	TEAMWORK	The Team identifies its functions; acknowledges defined objectives, priorities, and deadlines; and collaborates with others in resolving perceivable and unprecedented challenges.	2	39
9	WORKING ENVIRONMENT/ SAFETY OF OTHERS	Moderate risks or discomforts which reflective vests, helmets, boots or gloves.	2	73
			TOTAL	463
LICENCES:				
SIGNATURES:				
PREPARED BY: S.V. JONES ASSOCIATES			DATE:	
REVIEWED BY _____		DESIG. _____	DATE: _____	
APPROVED BY _____		DESIG. _____	DATE: _____	
APPROVED BY _____		DESIG. _____	DATE: _____	