



**DEMERARA HARBOUR BRIDGE CORPORATION  
SUPERVISORY JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>SHIFT SUPERVISOR</b>	<b>LOCATION:</b>	<b>HEAD OFFICE</b>
<b>REPORTS TO:</b>	<b>TRAFFIC COORDINATOR</b>	<b>GRADE:</b>	
<b>DEPARTMENT:</b>	-	<b>SECTION:</b>	<b>TRAFFIC</b>

**1. SUMMARY STATEMENT:**

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. NATURE AND SCOPE OF THE JOB**

The **Shift Supervisor** is required to supervise, schedule and assign work assignments to subordinate employees. The **Incumbent** must also monitor the rosters to ensure that workers follow production schedules and implement sanctions on workers who fail to abide by schedules.

The **Incumbent** instructs and trains in the proper methods and procedures of the work to be undertaken, checks and approves such work and does performance evaluation on subordinate employees to ensure maximum productivity. The **Incumbent** recommends reward for high performers and discipline employees who fail to live up to the **Corporation's** expectations.

The **Incumbent** is required to create schedules and orders, assign specific tasks to each worker and give them resumption and closing times. The **Incumbent** must check time-keeping records and arrange for replacement of absent employees or substitute labour.

The **Shift Supervisor** must make arrangements to train workers on more effective production techniques to increase their technical knowledge and make them more effective to increase productivity. The **Incumbent** also engages workers in training exercises to transfer knowledge and expertise to them.

**3. PRINCIPAL ORGANISATIONAL RELATIONSHIPS:**

(The incumbent relates to the following areas/titles internally and externally within the Nature and Scope of the Job)

**AREA/TITLE:**

**RESPONSIBILITY:**

**INTERNAL:**

Traffic Coordinator	To plan, direct and coordinate schedules for routine maintenance and inspection of bridge in collaboration with Mechanical, Electrical and Structural Engineers; to discuss/ prepare reports on accidents.
Driver	To oversee the provision of transportation and administrative support services in support of the <b>Corporation's</b> operations.
Cashier	To oversee the accurate classification of motor vehicles, collection tolls and provision of change to motorists traveling through the toll lane.
Radio Operator	To monitor the operation of the telephone switchboard to receive and relay calls and/or inter-office calls; the operation of the radio equipment to communicate with shipping agents and personnel on shift and to ensure that all items in the radio room are properly secured.
Scale Clerk	To direct the weighing of laded trucks on the West end of the Bridge; to oversee special crossing and double lane exercise.

Clerical Assistant

To ensure all marine invoices are delivered to the respective agents timely, all stationery, fuel, thermal tapes and time sheet is available for all traffic section employees.

Traffic Warden

To direct the weighing of laden truck on both the Western and Eastern tarmac to the scale to verify weight, to manage the flow of traffic to respective lanes.

<b>D U T I E S  T O  R E S P O N S I B I L I T I E S  R E Q U I R E D</b>	<b>JOB TITLE: Shift Supervisor</b>
	<b>DESCRIPTION OF DUTIES:</b>  <p><b>ENSURES</b> 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><b>CONDUCTS</b> a double lane exercise (Mondays-Fridays) on the 06:00-14:00hrs shift from 07:00 hrs depending on traffic, and in the afternoon on the 14:00-22:00hrs shift depending on the traffic.</p> <p><b>TAKES</b> bookings, conducts special crossing and monitors the double lane exercise.</p> <p><b>COLLECTS</b> revenue for special crossing.</p> <p><b>CHECKS, COLLECTS</b> and <b>VERIFIES</b> correct amount of total revenue collected during the shift.</p> <p><b>CREATES</b> a safe and conducive environment for workers; <b>TAKES</b> precautionary measures against accidents; <b>PROVIDES</b> safety garments to serve as shield to them in the case of hazards and accidents.</p> <p><b>REVIEWES</b> marine and toll revenue daily to ensure payment corresponds with vessel category and <b>ENSURES</b> that the <b>Cashier</b> balances with the Toll Revenue Software.</p> <p><b>ENSURES</b> at the beginning of each shift, the cash float of \$10,000 is checked and handed over to the <b>Cashiers</b>.</p> <p><b>CONDUCTS</b> 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><b>ENSURES</b> that thermal rolls are in all booths.</p> <p><b>ENSURES</b> all By-Laws, Procedures and Regulations governing bridge operations are strictly adhered to.</p> <p><b>MONITORS</b> equipment and merchandise so that the work area is safe, clean, and working correctly.</p> <p><b>VERIFIES</b> cash for bank deposit and <b>AUTHORISES</b> transactions. <b>UPDATES</b> records accordingly.</p> <p><b>CHECKS</b> generator and <b>REPORTS</b> any faults and damages.</p> <p><b>ORGANIZES</b> opening and closing duties as assigned.</p> <p><b>COUNTS</b> cash received and makes deposit slip for delivery to Accounts Department.</p> <p><b>CONDUCTS</b> site visits at least three (3) times per shift at different points of the bridge.</p> <p><b>VERIFIES</b> weights of vehicles &amp; <b>PREPARES</b> tickets. <b>GATHERS</b> information from ticket and vehicle drivers to prepare weighing form.</p> <p><b>CONDUCTS</b> retraction and <b>ENSURES</b> closure to vehicle traffic.</p> <p><b>ENSURES</b> full Staff complement of <b>Retractor Operators</b> &amp; mechanical personnel.</p> <p><b>ENSURES</b> the <b>Cashiers</b> are present when the traffic is released and <b>MANAGES</b> the traffic.</p> <p><b>PATROLS</b> the bridge, <b>CONDUCTS</b> safety and security checks, <b>MONITORS</b> traffic and <b>DOCUMENTS</b> any unusual occurrences.</p>
<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.</p>	

**4. DUTIES, WORK FIELD, TRAITS:**

<b>D U T I E S  R E Q U I R E D</b>	<b>J O B</b>	<b>JOB TITLE: Shift Supervisor</b>
	<b>T O  R E S P O N S I B I L I T I E S</b>	<b>DESCRIPTION OF DUTIES Cont'd:</b>  <b>MAKES</b> periodic inspections of all installations, areas of operations and <b>PREPARES</b> reports on such inspections and any defects observed.  <b>LIAISES</b> and <b>COMMUNICATES</b> with shipping agents/owners of vessels prior to and during Bridge retractions.  <b>ENSURES</b> all Reports related to (Cash; Toll revenue receipt; Special Crossing; Weighing; Marine Vessel Retraction Sheet) are completed at the end of shift.  <b>PREPARES</b> Annual Leave roster.  <b>PREPARES</b> Reports per shift to the <b>Traffic Coordinator</b> .

**5. SUPERVISORY JOB DESCRIPTION EVALUATION: QUALIFICATIONS PROFILE**

<b>JOB TITLE: Shift Supervisor</b>		
<b>FACTORS</b>		<b>SUBSTANTIATING DATA</b>
<b>1</b>	<b>EDUCATION</b>	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.
<b>2</b>	<b>EXPERIENCE/JOB KNOWLEDGE</b>	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.
<b>3</b>	<b>TECHNICAL/ PROFESSIONAL</b>	Must ensure that all activities supervised are effected within the framework of procedures.
<b>4</b>	<b>PROBLEM SOLVING /DECISION MAKING</b>	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.
<b>5</b>	<b>INTERPERSONAL</b>	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.
<b>6</b>	<b>RESPONSIBILITY FOR MATERIALS, CASH, ETC</b>	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.
<b>7</b>	<b>PROCEDURES/ REGULATIONS/ COMPLIANCE</b>	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.
<b>8</b>	<b>TEAMWORK</b>	The Team identifies its functions; acknowledges defined objectives, priorities, and deadlines; and collaborates with others in resolving perceivable and unprecedented challenges.
<b>9</b>	<b>WORKING ENVIRONMENT/ SAFETY OF OTHERS</b>	Moderate risks or discomforts which reflective vests, helmets, boots or gloves.
<b>LICENCES:</b>		