



**DEMERARA HARBOUR BRIDGE CORPORATION
SUPERVISORY JOB DESCRIPTION**

JOB TITLE:	SHIFT SUPERVISOR	LOCATION:	HEAD OFFICE
REPORTS TO:	TRAFFIC COORDINATOR	GRADE:	07
DEPARTMENT:	-	SECTION:	TRAFFIC

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 **Corporation's** 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.

4. DUTIES, WORK FIELD, TRAITS:

J O B R E S P O N S I B I L I T I E S T O F U L F I L L R E Q U I R E D	JOB TITLE: Shift Supervisor
	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 hrs depending on traffic, 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>COLLECTS revenue for special crossing.</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>REVIEWES marine and toll revenue daily to ensure payment corresponds with vessel category and ENSURES that the Cashier balances with the Toll Revenue Software.</p> <p>ENSURES at the beginning of each shift, the cash float of \$10,000 is checked and handed over to the Cashiers.</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 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>VERIFIES cash for bank deposit and AUTHORISES transactions. UPDATES records accordingly.</p> <p>CHECKS generator and REPORTS any faults and damages.</p> <p>ORGANIZES opening and closing duties as assigned.</p> <p>COUNTS cash received and makes deposit slip for delivery to Accounts Department.</p> <p>CONDUCTS site visits at least three (3) times per shift at different points of the bridge.</p> <p>VERIFIES weights of vehicles & PREPARES tickets. GATHERS information from ticket and vehicle drivers to prepare weighing form.</p> <p>CONDUCTS retraction and ENSURES closure to vehicle traffic.</p> <p>ENSURES full Staff complement of Retractor Operators & mechanical personnel.</p> <p>ENSURES the Toll Clerks are present when the traffic is released and MANAGES the traffic.</p> <p>PATROLS the bridge, CONDUCTS safety and security checks, MONITORS traffic and DOCUMENTS 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>	

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JOB TITLE: Shift Supervisor

DESCRIPTION OF DUTIES Cont'd:

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**.

5. SUPERVISORY JOB DESCRIPTION EVALUATION: QUALIFICATIONS PROFILE

JOB TITLE: Shift Supervisor		
	FACTORS	SUBSTANTIATING DATA
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.
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	TECHNICAL/ PROFESSIONAL	Must ensure that all activities supervised are effected within the framework of procedures.
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.
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.
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.
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.
8	TEAMWORK	The Team identifies its functions; acknowledges defined objectives, priorities, and deadlines; and collaborates with others in resolving perceivable and unprecedented challenges.
9	WORKING ENVIRONMENT/ SAFETY OF OTHERS	Moderate risks or discomforts which reflective vests, helmets, boots or gloves.