



TREMETEC

Management & Consulting

Station Supervisor

Description

This Position is for the Automated Fare Collection Agency (AFCA) providing a Fare Collection service to A Re Yeng and Tshwane Bus Services in Tshwane.

To do physical monitoring of the automated fare system at the station and to liaise with the superiors to identify problems regarding the various operational components.

Salary

Market related

Duties and Responsibilities

- Establish and maintain continuous on-line monitoring of the operational activities of the automated fare system in order to identify red flag situations that call for interventions such as a robbery; electronic failure of systems, etc.
- Monitor all station operations such as broken turnstiles or cashier inefficiency and to solve these problems in direct liaison with the relevant staff of the AFC or to elevate such problems to the appropriate decision-making level.
- Establish and maintain continuous contact with the cashiers, fare evasion inspector, and quality inspectors to take note of current or potential problems which would influence the effectiveness and efficiency of the automated fare system
- Supervise and manage the cash collection process at the stations.
- Do a brief investigation of problems to understand the extent and impact thereof before referring problems requiring intervention to the relevant superiors.
- Submit a report to the Superiors and to the Control Centre Manager in the event of an unprecedented situation not covered in the automatic reports generated by the control centre software.

Qualifications and skills

- A relevant NQF 5 qualification will be considered.
- Previous experience in a supervisory position.
- Preference will be given to residents of Tshwane.
- Limited transportation experience is acceptable
- Good computer skills
- Good administrative skills
- Good project management skills