

NWPPL is inviting applications from qualified and experienced professionals for the following position, to be based at project sites:

Sr. No.	Role/ Position	No. of Posts	Location	Eligibility
1	Manager – Toll Operation	05	Project Sites (Anywhere in India)	<p><b>Key Role Accountabilities</b> To oversee and manage toll plaza operations efficiently, ensuring smooth traffic flow, accurate revenue collection, regulatory compliance, and high standards of customer service, maintenance of infrastructure, and adherence to safety and regulatory standards.</p> <p><b>Toll Operations Management</b></p> <ul style="list-style-type: none"> <li>• Ensure seamless toll collection operations across all lanes on a 24x7 basis</li> <li>• Monitor lane performance, traffic flow, and minimize congestion</li> <li>• Ensure proper functioning of ETC (FASTag) and manual toll systems</li> </ul> <p><b>Revenue Management &amp; Control</b></p> <ul style="list-style-type: none"> <li>• Monitor daily toll revenue and ensure accuracy in collection and reporting</li> <li>• Implement controls to prevent revenue leakage and fraud</li> <li>• Oversee cash handling, reconciliation, and deposit processes</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Supervise toll operators, supervisors, and support staff</li> <li>• Prepare duty rosters and manage shift operations</li> <li>• Conduct training programs on SOPs, compliance, and customer handling</li> </ul> <p><b>Compliance &amp; Audit</b></p> <ul style="list-style-type: none"> <li>• Ensure adherence to regulatory guidelines and concession agreement terms</li> <li>• Maintain audit readiness and handle internal/external audits</li> <li>• Maintain proper documentation and records</li> </ul> <p><b>Customer Service &amp; Public Handling</b></p> <ul style="list-style-type: none"> <li>• Address commuter grievances and resolve disputes professionally</li> <li>• Ensure high standards of customer service at the toll plaza</li> <li>• Coordinate with local authorities for law &amp; order situations</li> </ul> <p><b>Reporting &amp; MIS</b></p> <ul style="list-style-type: none"> <li>• Prepare and submit daily, weekly, and monthly MIS reports</li> <li>• Analyze traffic and revenue trends for operational improvements</li> </ul> <p><b>Technical &amp; Safety Management</b></p> <ul style="list-style-type: none"> <li>• Ensure proper functioning of toll equipment (boom barriers, CCTV, SWB, WIM, Lane Equipment's etc.)</li> <li>• Coordinate with technical teams for maintenance and issue resolution</li> <li>• Ensure safety protocols and emergency response readiness</li> </ul> <p><b>Coordination &amp; Administration</b></p> <ul style="list-style-type: none"> <li>• Liaise with police, local administration, and highway authorities</li> <li>• Manage vendors for housekeeping, security, and technical services</li> <li>• Maintain operational discipline and site administration</li> </ul> <p><b>Key Skills &amp; Competencies</b></p> <ul style="list-style-type: none"> <li>• Strong leadership and team management skills</li> <li>• Good analytical and problem-solving ability</li> <li>• Knowledge of toll systems, FASTag, and highway operations</li> <li>• Excellent communication and interpersonal skills</li> <li>• High level of integrity and attention to detail</li> <li>• Ability to work under pressure in a 24x7 operational environment</li> </ul> <p><b>Qualifications &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Graduate in any discipline (MBA preferred)</li> <li>• Minimum 10 years of experience in Toll Management.</li> </ul>

Candidates are advised to upload their details at the link – <https://nhit.hire.hrstop.com/CareerSite/Jobs/Detail/5320/Manager-Toll-Operation/>

**The last date for submission of application is May 08, 2026.**

**Equal Employment Opportunity:**

NWPPL is an Equal Opportunity Employer and doesn't discriminate in employment based on race, religion, gender status in our employment and hiring practices. We encourage qualified candidates from all backgrounds to apply for open positions within our company.