



NOTICE 134 of 2023

The Oudtshoorn Local Municipality which includes the towns of Oudtshoorn, De Rust and Dyssseldorp is situated in the heart of the Little Karoo in the Western Cape. The Municipality strives to provide the best possible services and facilities to its residents, business community, industries, hospitality and tourism sectors.

Candidates with the minimum requirements, necessary integrity and excellent track record may apply for the following position(s) to enhance the town's vision of prosperity for all. **Applicants with a criminal record check report not older than (six) 6 months are requested to attach the outcome report to their application. Applicants with no criminal record check report are requested to attach proof of application for criminal record check to their application.**

1 X CONTROL ROOM OPERATOR
DIVISION: FIRE, RESCUE & DISASTER MANAGEMENT
DEPARTMENT: COMMUNITY SERVICES
T6 (148 950,53 - 193 366,79)

REQUIREMENTS

- Grade 12 (Proof to be attached)
- 0-2 years experience
- Valid Code EB driver's license. (will be an added advantage)
- Computer literacy MS Office
- Physically and Mentally Fit
- No Criminal Record
- Proficient in at least two (2) of the three (3) official languages of the Western Cape

KEY PERFORMANCE AREAS

- Daily handover/takeover, the control room operator is to perform a hand-over/take-over checklist at the beginning and end of their shift
- Manage all emergencies and after-hour complaints of the Oudtshoorn Municipality
- Handle dispatch callouts according to existing guidelines
- Report to the immediate senior person all matters that hinder job performance, system delays, hardware, etc.
- Attend and follow training programs internally and externally
- Remain professional and assertive in all levels of communication with users, responders, management, and other staff as well as the public
- Perform daily control room tasks with high integrity and efficiency
- Monitor and report any unusual activity
- Respond promptly to random checks and keep accurate records of all communication



- Log all emergency and municipal calls on the Live Computer Call Taking System of the Municipality.
- Communicate with all types of communication systems available in the Municipal area
- To Receive and convert all emergency calls
- To note all relevant information on the Fireweb System
- Performs a range of tasks related to Fire, Rescue and Disaster Management Services in support to deliver an effective Fire, Rescue and Disaster Management Service
- To ensure quick and effective communication for service delivery to the public
- Must be willing to work overtime on short notice

COMPETENCIES

- Functional/Technical and Professional Competencies: Disaster (Risk) Management, Disaster Risk Prevention and Reduction, Disaster Mitigation, Disaster Preparedness and Response, Disaster Recovery and Rehabilitation, Disaster operations and emergency communications and control, Emergency operations management, Disaster risk assessment and profiling, Disaster risk education, training and public awareness, Disaster information management and communication, Problem-solving, Discipline Specific
- Personal competencies: Accountability and ethical conduct, resilience, management of learning (learning orientation)
- Public Service Orientation Competencies: Interpersonal relationships, Communication, Client orientation and customer service
- Management/Leadership competencies: Impact and Influence, Team Orientation, Direction setting, coaching, and mentoring

Candidates must be willing to be subjected to an interview, practical and/or written assessment. They must also be aware that previous employers and references may be contacted, and their qualifications, credit and criminal records be verified.

Applications must be on the official application form of the Oudtshoorn Municipality and a covering letter accompanied by a comprehensive curriculum vitae and certified copies of qualifications and identity document (not older than three (3) months) as well as particulars of at least three contactable references, must be submitted to **Chief HR Officer: Support Services, P.O. Box 255, Oudtshoorn, 6620 (submit applications to Recruitment & Selection section, across typing pool), Oudtshoorn Municipality, Voortrekker Road, Oudtshoorn. Application forms can be downloaded from our website, www.oudtshoorn.gov.za.**

CLOSING DATE: 7 July 2023 at 12:00



Please Note: Canvassing will result in automatic disqualification. If you have not been contacted within 30 working days after the closing date of this advertisement, you may assume that your application was unsuccessful. Curriculum vitae will not be returned. Council will make appointments in line with its employment equity plan and also reserves the right not to make an appointment. No applications sent via e-mail or fax will be considered.

MR. W HENDRICKS
MUNICIPAL MANAGER

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