

JOB DESCRIPTION FORM
(Approved by JEWG on 9 December 2002)

SECTION A: JOB TITLE AND INFORMATION SECTION

A.1 POST IDENTIFICATION	
Municipality	
Post Title	Emergency Communications Operator
Number of Posts	
Job Grade	
Date Grade Authorised	
Post Identification No/s.:	
Name of Incumbent(s) and Service Numbers:	

A.2 LOCATION OF POST (The departments or service units and sub divisions within which the post or posts are located. Use the terminology used in your municipality)	
Directorate	
Department	Fire Services
Division	
Section	Support Services

A.3 SURROUNDING POSTS	
Immediate Superior	
Job Title	Post Identification No.
Senior Emergency Communications Operators	
Immediate Subordinates	
Job Title(s):	Post Identification No (s).
None	

Attach a copy of the approved organogram.

SECTION B: JOB PURPOSE, DUTIES AND RESPONSIBILITIES OF THE POST

B.1 JOB PURPOSE
To receive, process and record emergency and non-emergency calls from the public and calls from other public safety agencies and initiate emergency responses from fire, police, traffic, ambulance and other emergency services and/or municipal service departments in accordance with prescribed procedures whilst operating a variety of Computer Aided Dispatch (CAD) and communications equipment and to monitor direct emergency alarms, CCTV surveillance screens; public safety radio frequencies; and perform related duties as assigned for an entire shift on a rotating schedule for the Emergency Communications Centre (ECC).

B.2 DUTIES OF THE POST		
NO.	DUTIES/TASKS (What, How and Why)	FREQUENCY
1.	CALL TAKING Receives incoming calls on the emergency and non-emergency switchboard and radio communication console by performing the following duties	Daily/Ongoing
1.1	Operates a telephone and radio console system and answers incoming calls and extracts necessary information from public and other agencies and persons as per Standard Operating Procedures	Daily
1.2	Records necessary information to be captured from caller in appropriate and prescribed formats and creates a CAD system event by typing live conversation text and command strings into a CAD system	Daily
1.3	Refer calls to appropriate agencies or other municipal departments on non-emergency inquiries	Daily
1.4	Provides emergency self-help to public while emergency units are en-route	Daily
1.5	Records phone messages for off-duty and on-duty personnel and inform Supervisor, Duty Officer and/or Section Commander of pertinent incoming information.	
	So as to ensure that through the continuous manning of the emergency and non-emergency switchboard that all incoming calls are timeously captured and processed in order to activate appropriate responses.	
2.	COMPUTER AIDED DISPATCHING (CAD) Operates a Computer Aided Dispatch (CAD) system, video display terminal and associated equipment and performs the following duties:	Daily/Ongoing
2.1	Initiating response of the appropriate Fire Service unit/s within 30 seconds of closing telephone/radio call	Daily
2.2	Contacting outside emergency service agencies for response and assistance and mutual aid	Daily
2.3	Contacting municipal service utility departments to inform of need for utility service response to reported faults and supply interruptions	Daily
2.4	Using computer terminal to access various confidential law enforcement portals, interprets, verifies, receives and disseminates information and data.	Daily
2.5	Using Alert Notification Systems to notify Senior Fire Officers and the Chief Fire Officer of routine and major incidents	Daily
2.6	Contacting other agencies as per Contingency Planning directives.	Periodically
	In order to ensure that appropriate and timeous dispatching of emergency services and utility departments to an incident contribute to effective and efficient incident mitigation and containment.	
3.	RADIO COMMUNICATIONS Using Departmental Radio Communication Procedure, communicates with Fire & Emergency Services personnel and other municipal personnel by :	Daily/Ongoing
3.1	Interacting effectively, professionally and tactfully with the general public and all participating agencies by utilizing correct radio procedures	Daily
3.2	Maintains, receives, and records pertinent information from two-way radio communications with emergency or field units; determines priorities, nature and location of calls for service	Daily
3.3	Transmits messages and information to Fire Services units on non-emergency and routine duties;	Daily

3.4	Establishes "patch" communications between the field emergency personnel and other agencies;	Daily
3.5	Receives and transmits information to other municipal departments	Daily
3.6	Monitors radio receiver with several complex public safety radio frequencies and multiple lines for all communications	Daily
	So as to ensure that proper, concise and accurate radio procedures contribute to effective communication of emergency and non-emergency communications.	
4.	INCIDENT and EVENT LOGGING Maintain accurate electronic logs of all emergency and non-emergency calls and departmental fleet and personnel movement by:	Daily/Ongoing
4.1	Generating new incident reports with unique reference identifiers for each request for emergency and non-emergency response	Daily
4.2	Updating and editing incident logs in real-time through information received by on scene field units and agencies	Daily
4.3	Making entries into daily occurrence log of all calls, and personnel and vehicle movements.	Daily
4.4	Recording all emergency and non-emergency calls and referrals in daily occurrence log	Daily
	In order to ensure that all requests for emergency and non-emergency responses are appropriately and accurately recorded for legal purposes and performance management quality assurance purposes.	
5.	DIRECT ALARM and CCTV MONITORING To operate and monitor all systems, including CCTV, within the ECC in a professional and efficient manner by performing the following duties:	Daily/ongoing
5.1	Monitoring direct third party fire and related security alarm systems installed In the ECC	Daily
5.2	Initiating appropriate emergency responses and incident notification by liaising with the Police, other agencies and members of staff to ensure the appropriate use of the system	Daily
5.3	Recording all events and actions taken in a clear, legible and accurate written format.	
5.4	and ensure integrity, accuracy and confidentiality of all information gained by compliance with quality standards and legislation, whilst preserving the rights of the individualInitiating	
	In order to ensure integrity, accuracy and timely and appropriate proactive emergency responses to facilities connected by direct alarm and CCTV to the ECC	
6.	ADMINISTRATIVE and GENERAL DUTIES In accordance with Department Standard Operating Procedures perform ECC related administrative duties by:	
6.1	Updating in real time, the daily occurrence book, the ECC telephone register and other log books	Daily
6.2	Reconciling all vehicle trip logs against entries made in the electronic recording system and occurrence book	Daily
6.3	Maintains familiarity with major roads, streets, areas, and industrial and public facilities within municipal boundaries.	
6.4	Verifying all plant and equipment registers are accurately completed and closed off	Daily
6.5	Performing periodic asset and inventory checks on all assets in ECC	
6.6	Performing light cleaning duties of all radio, computer and telephone consoles including walls and floors	
6.7	Updating Department maps, contact lists and other entries	

6.8	Checking all communication equipment, including telephone switchboard, satellite receiving units, radios, etc. on commencement of shift	
6.9	Testing all radio communication for clarity and signal strength on commencement of shift	
	So as to ensure that the Emergency Communications Centre is able to meet the demands of effective response readiness.	

B.3 AUTHORITY OF THE POST

This outlines the authority the job holder has to make decisions or to take independent action without reference to a superior. Limits of authority may also be included (e.g. not permitted to...)

1.	This post is not permitted to deviate from laid down instructions and/or departmental guidelines and procedures except in instances where the incumbent is deputizing in the absence of the next level of authority.
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SECTION C: JOB SPECIFICATION

Skills relevant to a job include education or experience, specialised training, personal characteristics or abilities

C.1 ESSENTIAL REQUIREMENTS OF THE POST

State the minimum educational, qualifications and experience that are required to perform the job competently.

Qualification	<ul style="list-style-type: none"> • Grade 12 • Computer literacy in MS Office Suite
Reasons for essential qualification	Inherent Job requirement
Experience	6 months in a related environment
Essential Skills	<ul style="list-style-type: none"> • Fluency in 2 of the 3 regional languages, one of which must be English. • Knowledge in Radio Communication procedures; • Attention to detail; • Ability to follow oral and written instructions • Good interpersonal and communication skills; • Ability to retain composure and work accurately under pressure in emergency situations • Ability to work in a confined area and wear a radio headset. • Excellent typing skills with good eye-hand coordination; • Ability to learn to accurately and quickly enter information in the computer system while receiving information via radio and telephone • Good telephone skills.

C.2 PREFERRED REQUIREMENTS OF THE POST

Qualification	
Reasons	
Experience	

C.3 PHYSICAL/MENTAL REQUIREMENTS OF THE POST (Only where directly relevant to the performance of the job)	
1.	<p>PHYSICAL: The physical attributes required for the performance of tasks associated with specific key performance areas in this post necessitates that the incumbent have</p> <ul style="list-style-type: none"> • Good sight, hearing and speech ability • Good physical health. • Good eye- hand coordination.
2	<p>MEDICAL TESTING & SURVEILLANCE Testing for banned substances upon entry and semi-annually thereafter</p>
3	<p>MENTAL/PSYCHOLOGICAL The employee will be subjected to certain levels of stress and trauma when dealing with emergency calls for assistance and will require to have good mental health</p>
4	<p>WORK ENVIRONMENT</p> <ul style="list-style-type: none"> • Work is performed in a structured and sometimes stressful work environment that includes structured breaks and lunch schedules. • Incumbents are required to wear a uniform and work various shifts including nights, weekends and holidays; • Incumbents work in an indoor office setting and operate various office equipment, including, computers, telephones, radios and other electronic equipment • Due to the nature of the position, extended hours of sitting and immobility are frequent. • The entering of data requires repetitive hand motions.
C.4 SPECIAL CONDITIONS ATTACHED TO THE POST (Specify)	
1	Required to work shifts and overtime with little or no notice including last minute shift extensions
2	May be required to act as Senior Emergency Operator whenever delegated to do so

SECTION D : APPROVAL OF JOB DESCRIPTION

D.1 CERTIFIED CORRECT

We the undersigned confirm that we have consulted on the content contained in the job description and hereby confirm that we consider that the information contained is a correct reflection of the context of the post and its content.

TITLE	NAME	SERVICE NO	SIGNATURE	DATE
Municipal Manager				
Immediate Superior				
IMATU Representative				
SAMWU Representative				
Incumbents				
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				