

PROGRESSIVE ADVANCEMENT SYSTEM FOR OPERATORS IN THE CALL TAKING AND DISPATCHING CENTRES

Item C-HR (83-2005) CA 14/11/2005	DISASTER MANAGEMENT CENTRE : PROGRESSIVE ADVANCEMENT SYSTEM FOR OPERATORS IN THE CALL TAKING AND DISPATCHING CENTRES
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RESOLVED

1. **That** the contents of the report Disaster Management Centre: progressive Advancement System for Operators in the Call Taking and Dispatching Centres **BE NOTED**.
2. **That** the Progressive Advancement System as per **Annexure "A"** **BE APPROVED** as from 01 January 2005.
3. **That** the authority to implement the Progressive Advancement System **BE DELEGATED** to the Director: Disaster Management Centre Division for execution.
4. **That** the implementation of the system in recommendation 3 above **BE SUBJECT** thereto that the necessary provision has been made on the annual salary budget.
5. **That** an employee, under the normal circumstances, may only **BE PROMOTED** to a maximum of one salary level per annum.
6. **That** the implementation of the Progressive Advancement System **BE AMENDED** as per Bargaining Council resolutions once these have been received by the Ekurhuleni Metropolitan Municipality.
7. **That** all new appointees **BE ALLOWED** to participate on the progressive advancement process after completion of three (3) months of service.
8. **That** the current status of employees **BE ASSESSED** by the department in consultation with HRM&D on implementation of the new progressive advancement system.
9. **That** all progressive advancement systems approved in former SDC's **BE RESCINDED**.
10. **That** there **WILL BE NO LIMITATION APPLIED** to all employees who have acquired the requisite qualifications.

ANNEXURE "A"

PROGRESSIVE ADVANCEMENT SYSTEM: DISASTER MANAGEMENT CENTRE DIVISION

- 1 A Recruit Communications Operator must demonstrate / possess the following to be advanced from salary level 13 to salary level 12 (Communication Operator Grade 2):
 - 1.1 Be able to type at least 25 words per minute with 80% to 90% accuracy
 - 1.2 Must demonstrate the correct capturing of a life-threatening call and non- life threatening call on the software provided for this purpose. (Refer to manual)
 - 1.3 Must demonstrate the correct dispatching procedures of a serious emergency medical call. (Refer to manual)
 - 1.4 Must demonstrate the correct dispatching procedures for a service complaint. (Refer to manual)
 - 1.5 Must demonstrate the correct dispatching procedures for a fire emergency. (Refer to manual)
 - 1.6 Must have a Level I First Aid certificate.
 - 1.7 Must have an elementary Fire-fighting certificate
 - 1.8 Must demonstrate the correct procedures for dealing with Council alarms. (Refer to manual)
 - 1.9 Must complete training in:
 - 1.9.1 Customer Care
 - 1.9.2 Handling of the public
 - 1.9.3 Telephone Etiquette
 - 1.9.4 Radio Procedures.
 - 1.10 Must have a Grade 12 Certificate
 - 1.11 Must have at least one year applicable experience.

(All recruit operators must be evaluated on a monthly basis, from existing computer data and voice logger data.)

2. A Communications Operator Grade (2) (salary level 12) must demonstrate / possess the following to be advanced to a salary level 11 (Communications Operator Grade I):
 - 2.1 Must meet the above requirements.
 - 2.2 Must have a valid / .updated Level 2 First Aid Certificate.
 - 2.3 Must have completed an Elementary Surveillance Course (CCTV).
 - 2.4 Must have an advanced Fire-fighting certificate
 - 2.5 Must have completed the Disaster Management Option I Certificate course (Unisa).
 - 2.6 Must have at least two (2) years' experience.

(All recruit operators must be evaluated on a monthly basis, from existing computer data and voice logger data.)

3. A Communications Operator Grade I (salary level 11) must demonstrate / possess the following to be advanced to a salary level 10 (Senior Communications Operator):
 - 3.1 Must have completed a Level 3 First Aid Certificate.
 - 3.2 Must have obtained MS Word and Excel Training Certificates.

- 3.3 Must have completed the Disaster Management Option II Certificate course (Unisa).
- 3.4 Must be able to demonstrate the correct use of the management tools on the computerized system to draw reports.
- 3.5 Must be able to demonstrate the adding of new users to the computerized system.
- 3.6 Must be able to demonstrate the granting of appropriate user right to new users.
- 3.7 Must have three (3) years experience.

(All Senior Communications Operators must be evaluated on a quarterly basis, from existing computer data and voice logger data).