



LOCAL MUNICIPALITY OF LEKWA

The Lekwa Local Municipality with its seats in Standerton, invites applications from qualified, motivated and innovative individuals for the following positions to become part of and join a dynamic and growth orientated Local Authority.

INTERNAL/EXTERNAL ADVERTISEMENT
DEPARTMENT: COMMUNITY SERVICES AND SAFETY
POSITION: CONTROL ROOM ATTENDANT (PERMANENT)
LOCATION: MORGENZON
Reference number: MP305/CSS/CRA/01
Salary: R304 068.42 per annum Task Grade 09

Minimum Requirements

- Grade 12
- Diploma in Customer Care/Management Assistant or related field at NQF 5
- 2-3 years relevant experience in a control room, emergency services, call centre or related environment
- Basic Ambulance Assistant Certificate (BAA) will be an added advantage
- Computer literacy
- Willingness to work shifts

Key Performance Areas

- Receive, record, process and dispatch emergency calls in accordance with approved procedures and standard operating procedures.
- Determine the nature and location of incidents and ensure accurate information is communicated to emergency response personnel.
- Mobilise fire and rescue service resources and coordinate additional resources when required.
- Monitor, record and relay operational information from emergency response teams.
- Monitor and test communication equipment and ensure operational readiness of control room systems before and after shifts.
- Maintain records of public complaints and direct information to the relevant municipal departments for action.
- Follow up on service requests and complaints to ensure effective customer service delivery.
- Provide emergency fire survival advice and guidance to callers where required.
- Liaise with emergency services, key agencies and stakeholders during incidents and emergencies.
- Assist in emergency evacuation and reinstatement of control room operations when necessary.
- Process administrative requirements and maintain accurate incident and operational records.
- Promote compliance with occupational health and safety requirements and municipal policies

Inherent requirements

• Excellent communication and telephone etiquette • Ability to work under pressure in emergency situations • Sound decision making and problem solving skills • High level of accuracy and attention to detail • Good interpersonal and customer service skills • Emotional resilience and ability to withstand stress • Ability to work independently and as part of a team.

Please note:

1. Interested applicants meeting the requirements are requested to forward an application form, comprehensive Curriculum Vitae, together with originally certified copies of qualifications and identity documents to **The Acting Municipal Manager (Attention Manager Human Resources), PO Box 66, Standerton, 2430** or hand-deliver such at the **Lekwa Local Municipal Administrative Building, Corner Dr Beyers Naude and Mbonani Mayisela Street, Standerton.**
2. Faxed or e-mailed applications **will not** be considered.
3. Correspondence will only be entered into with the shortlisted candidates. Applicants who have not been contacted within sixty (60) days of the closing date should consider their applications unsuccessful.
4. Lekwa Local Municipality serves the right not to make any appointment.
5. The submission of an application gives Lekwa Local Municipality the right to make inquiries necessary to obtain information regarding the applicant's background. Such inquiry will include current and previous employers, criminal record as well as academic institutions. Should you be in possession of foreign qualification, it must be accompanied by an evaluation certificate from the South African Qualification Authority (SAQA).
6. The successful applicant must enter into a Performance Agreement with the Employer
7. Canvassing Councillors or officials or the appointment is strictly prohibited and will automatically disqualify the applicant.
8. People from previously disadvantaged groups and people with disability are encouraged to apply .
9. The application for employment form obtainable from the Lekwa Local Municipality website at www.lekwalm.gov.za must be completed. Applications not submitted with the fully completed official form will not be considered.

10. For further enquiries please contact the Acting Human Resources Administration Officer, Ms Phindile Lubisi at plubisi@ekwalm.gov.za /017719819

Notice: 33/2026

Closing date for applications: 25 August 2026



T. MTSHISELWA
ACTING MUNICIPAL MANAGER