



CITY POWER WORKPLACE

City Power Johannesburg SOC Limited is a municipal entity wholly owned by the City of Johannesburg. City Power commenced operations on 01 January 2001 and is responsible for electricity distribution within its area of supply in the City of Johannesburg.

Engineering Operations

Workforce Dispatcher Ref: 002

Grade 10

Reporting to – Team Leader Dispatch

Purpose

The primary objective of this position is to ensure the effective prioritisation of critical events and the management of all resources allocated for critical work (network restoration to ensure availability of supply) obtain feedback and tracking of progress requiring execution within a 24 hour period, within a shift system for the geographic area of the relevant Work Management Centre

Key responsibilities

- Provide Facilitation, Support and Co-ordination Services with respect to Dispatching of resources:
 - Ensure quality data received for customer queries via the Call Centre
 - Analyse faults/outages and ensure prioritisation of faults/outages
 - Ensure grouping appropriate events into a parent event based on their knowledge of the electrical network and management of resources
 - Ensure dispatching of the resources required to attend to queries within 15 minutes.
 - Apply judgement to decide which resources need to be allocated to the fault (e.g specialised and authorised)
 - Ensure continuous action plans to optimally schedule the limited resources to effectively deal with all emergency situations.
 - Power restored as per NERSA requirements
 - Queries are analysed and correct resources are dispatched.
- Ensure proper information and materials management
- Extract Outage Management system (e.g. eRespond) information to analyse network performance and utilise the results to ensure that the quality criteria are met.
- Ensure real time monitoring of Dispatch Outage Management systems operation;
- Monitoring and execution of emergency and contingency plans;
- Provide input to long term contingency plans and ensuring the availability;
- Accountable for resolution of all real time Quality of Supply problems (NRS 047/048)
- Presenting accurate and relevant information/reports timeously
- Ensure optimum resource utilisation for business efficiency
- Interpret and implement Network Management strategies and business plans for optimisation of Dispatch Centre operations

Competencies

- Good organisational skills
- Knowledge of system operating regulations
- Analytical thinking and problem solving skills
- Decision making skills
- Risk and Network management skills
- Knowledge of value chains and business processes (MAOS; NAC)
- Knowledge of ORHVS
- Team Player
- Good communication and interpersonal skills

Minimum qualifications

- N6 Electrical Engineering Diploma , 2 years relevant experience in technical position within a power utility or electricity distribution environment or,
- Electrical Trade Test
- National Diploma Electrical Engineering (Heavy Current) or,
- SAQA equivalent

Related Minimum Experience

- Previous dispatching experience is an advantage
- Knowledge of OMS system and SAP Plant Maintenance
- HV, MV and LV distribution network and operating regulations knowledge
- Analytical skills
- Communication skills
- Interpersonal skills
- Fault management processes knowledge

In case of further information regarding this advertisement (circular 007/2019; Ref 002), please contact:

Team: Talent Acquisition Tel (011) 490 -7394/ (011) 490-7108/ (011) 490-7394/

Kindly forward your detailed CV's via **E-MAIL:** recruitment.engoperations@citypower.co.za or by no later than 24 September 2019 at 17h00.

NB: Ensure the application form is also completed and submitted with the CV. The application can be downloaded using the link: [Talent Management Application Form](#)

Note:

- City Power is an Employment Equity Employer; therefore, preference for this position will be given to candidates whose appointment will enhance representation (especially Gender and Disability). If you do not hear from us within 2 months of the closing date, you may assume that your application was unsuccessful.
- Applicants must note that further checks will be conducted once they have been shortlisted and that their appointment will be subject to positive outcomes on these checks, which include qualification authentication, criminal records and previous employment.
- City Power reserves the right not to fill the position or to re-advertise it. Where applicable, candidates may be expected to undergo psychometric assessments.
- It is the applicant's responsibility to have their foreign qualifications evaluated by the South African Qualifications Authority (SAQA) and to provide the evaluation results.
- Please include copies of your qualifications with your application.
- No walk-ins for this advert only emailed and faxed CV's will be acceptable.