

# Greater Overberg Fire Protection Association

Fire Station, Long Street, Bredasdorp, 7280. Tel: +2728 425 1690

[www.overbergfpa.co.za](http://www.overbergfpa.co.za)

## Job description

**Position:** Operations Assistant

**Business function:** Operations

**Term:** 2 year contract position

**Application closing date:** 12h00; 18 September 2015

**Planned start date:** As soon as possible

## **Application process:**

- Send Shortened CV (Max 3 pages)
- E-Mail: [manager@overbergfpa.co.za](mailto:manager@overbergfpa.co.za)
- For more information the GO FPA manager, Louise Wessels can be contacted on: 0833270477

Please note:

- If you have received no response within 5 days your application was unfortunately not accepted
- The lowest quote will not necessarily accepted
- The FPA management reserve the right to change the scope of work as required

**CENTRE:** Greater Overberg Fire Protection Association (GO FPA) - Bredasdorp Office/Overberg District)

## **Job summary**

This position is responsible for the day-to-day operational, administrative, secretarial and marketing functions of the GO FPA. It further serves as support to the FPA manager and project coordinator; maintains a presence and continuity in the GO FPA office as well as acting as the first level client contact.

## **Qualifications and experience:**

### **Minimum qualifications and training:**

Gr 12 combined with any of the recommended qualifications and/or proven experiential learning in the recommended specialities.

### **Recommended qualifications and training:**

Gr 12 with Accounting as subject  
Diploma in Office Management / Public Relations / Marketing / Communication qualification

### **Minimum work experience:**

- 3 years administrative experience including the following:
  - Office administration
  - Bookkeeping/financial administration
  - Secretarial experience
  - Database maintenance
  - Website maintenance
  - Client service

### **Recommended work experience:**

- GIS mapping
- Marketing and awareness campaigns
- Publications
- Social media
- Database and Website creation
- Experience of the Fire prevention environment

## **Knowledge**

- MS Office Suite
- Internet, Social Media
- Website maintenance
- Content writing
- Publication production

## **Skills and abilities**

- Strong organising skills
- Excellent verbal and written communication skills in both Afrikaans and English
- Strong interpersonal and client service orientation
- Excellent computer, internet and systems skills and understanding
- Ability to deal with multiple tasks simultaneously
- Ability to work independently and under pressure
- Attention to detail, accuracy and efficiency
- Proactive nature and the ability to take initiative

- Team player and reliability
- Strong work ethic
- Positive attitude and self-motivated

### **Essential competencies**

- **Managing Relationships** – Works to build and maintain warm, friendly and constructive relationships with colleagues, partners and clients/members and is responsive to the needs, feelings and opinions of others.
- **Ability to plan and organize** – Able to prioritize and plan multiple tasks and yet be flexible and adaptable in revising plans and priorities on short notice in order to achieve the objectives.
- **Sense of urgency** – Able to cope with pressure and show ability to deal with urgent matters.
- **Action Orientation** – Initiates action to achieve objectives within set deadlines and pro-actively takes responsibility for achieving work objectives, as well as shows willingness to go the extra mile.
- **Decision-making** – Must be able to come to a conclusion or decision, whether it be to further an investigation or for purposes of recommendation/ escalation to management.
- **Resilience** – Able to tolerate and persevere in a re-active environment. The tolerance to deal with conflicting information. Displaying the perseverance, energy and drive to persist, despite interruptions and unforeseen/ unexpected changes until tasks have been successfully completed.
- **Systems knowledge** – be familiar with working on computer applications (MS Office, Word, Excel, email, GIS mapping, Databases, relevant financial administration application).
- **Adaptability** – willingness to learn and adjust to a changing work environment.
- **Co-operation and team work** – co-operative in planning and striving to see that the goals and objectives of the GO FPA are being realized.

### **Liaison**

#### **Internal:**

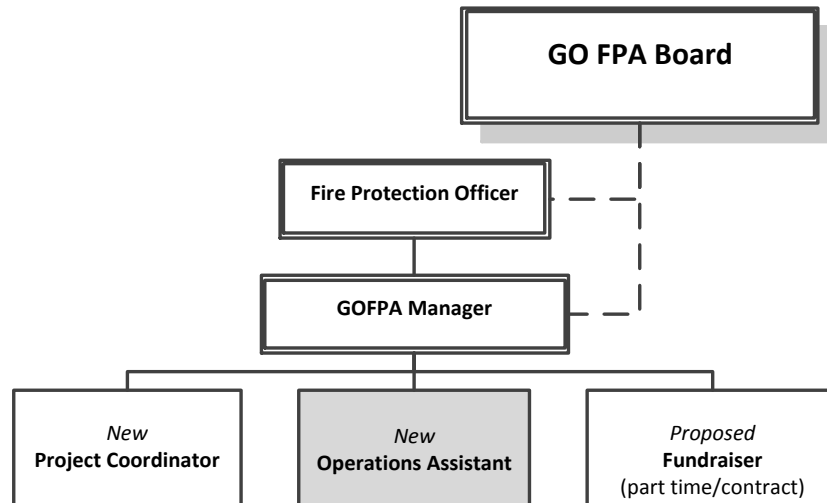
- The Board members
- FPO
- GO FPA Manager
- Project coordinator

- Other staff of GO FPA

**External:**

- GO FPA members and their representatives
- Fire departments
- Partner organisations
- Working on Fire
- Service providers and contractors
- Other FPA's
- Government, NGO's, Sponsors, Funders, Donors
- Media representatives (e.g. local radio and newspapers)

**Organisation Structure**



**Key functions/ CPA's and Tasks**

**1. Office administration and Secretarial service**

- Manage and maintain the diaries of the FPA Manager and the Project coordinator.
- Make appointments and organise and co-ordinate meetings, workshops and events.
- Take and/or compile and distribute minutes of all meetings held and keep a complete register of all decisions taken.
- Maintain a complete and user-friendly document management system.
- Deal with incoming phone calls and e-mail queries or redirect/escalate appropriately.
- Make requested phone calls.

- Maintain a functional asset management system
- Obtain quotes, and order/buy authorized office supplies, equipment and services.
- Take responsibility for the maintenance of office equipment (e.g. copier, computers, software etc.)
- Ensure that FPA Manager and Project coordinator regularly receive updated membership contact details.
- Identify and apply for sponsorship opportunities.
- Assist the FPA Manager in sourcing funding opportunities and writing funding proposals.

## **2. Financial Administration**

- Assist the FPA Manager in setting and administering budgets.
- Annually invoice members and furnish receipts for payments.
- Follow up on unpaid invoices and take the necessary action in case of non-payment.
- Perform all authorized vendor account payments.
- Deal with banking tasks (deposits, queries etc.).
- Identify and resolve invoicing issues, accounting discrepancies and other finance related issues.
- Reconcile monthly general ledger balance, invoices and bank statements.
- Prepare financial reports and statements.
- Maintain all financial records and files.
- Support the annual financial audit processes through the preparation of standard reports as well as other custom reports as requested.
- Streamline processes and procedures for improving operational efficiency of financial reporting and budgeting systems.

## **3. Operations**

### **3.1 Databases and maps**

- Maintain and update the members register database, e-mail database, fire database and members resource database: ensuring that they always contain the most current information.
- Capture data as gathered by project coordinator in the field.
- Assist manager, specified Municipal Fire Services and project coordinator with all mapping activities e.g. Member and non-member properties, high risk areas, equipment, water sources, human resources, fire breaks, veld ages.
- Link maps and member information including all relevant member, and property information.
- Map all potential risk areas.
- Map all fires using AFIS and field data and source reports for controlled fires.
- Create custom maps for specific needs, events or operations.

### **3.2 Statistics and reporting**

- Gather and record all fire related reports and statistics.
- Capture fire reports received from Fire Departments.
- Compile an quarterly fire report on all fires in the district.
- Assemble information and statistics for provision and reporting to relevant authorities.
- Assist with the compilation of annual and other reports.
- Identify and interpret current needs for research in the region and suggest research priorities to research partners.

### **3.3 Dispatch**

- Inform the relevant authorities of any possible fires and position (Property name and contact details) thereof in conjunction with the FPA manager and project coordinator.
- Support the relevant Fire Department as needed during fire fighting operations.
- Dispatch GO FPA resources and resources of members if requested to assist with large fires
- Monitor the AFIS field terminal and draw reports as requested?
- Assist with communication and record keeping at certain fires.
- Facilitate quick and efficient communication between the FPA, FPO and FMU's and members during fire fighting and other operations. (bulk sms's and e-mails, communications lists per event etc)
- Monitor AFIS for the outbreak of wild fires and respond to alerts.

### **3.4 Liaison**

- Regularly communicate the *Fire danger index* and weather forecast during fire season.
- Deal with all member queries.
- Deal with all membership applications and terminations and update databases accordingly.
- Issue proofs of membership.
- Obtain roster for permitted controlled burns from the Fire Department daily.
- Confirm memberships to partner organisations.

### **3.5 Other**

- Assist the FPA Manager with any operational tasks as required.
- Organize and deal with the administration of Fire Prevention Training.

## **4. Marketing and awareness**

- Contribute to and implement a Fire Prevention Awareness Plan together with FPA Manager and Project coordinator.
- Source and compile content and articles from staff and members and publish through a variety of online and print channels.

- Update and maintain the GO FPA website ensuring that all information is relevant and current at all times.
- Compile and distribute of regular news letters
- Liaise with media to set up interviews or share information regarding fire related issues.
- Create and maintain an online presence on relevant social media platforms as per the Awareness Plan and regularly share relevant information.
- Maintain and promote the GO FPA brand together with FPA Manager and Project coordinator.
- Coordinate the sourcing publishing and distribution of relevant awareness, information and marketing publications.
- Run awareness campaigns in conjunction with FPA Manager and Project coordinator.
- Obtain contact information of non-members in the district and arrange meetings with project coordinator in order grow membership.