

UTILITIES CONTROL CENTER OPERATOR

JOB DESCRIPTION

Classification Responsibilities: A Utilities Control Center Operator, under direct supervision, is responsible for learning how to monitor and operate the Supervisory Control and Data Acquisition (SCADA) system in the recording and regulating of water distribution and the monitoring and recording of natural gas usage and wastewater flow. Additionally, incumbents will be responsible for receiving after-hours calls from City of Mesa customers, responding to their inquiries and dispatching appropriate personnel as required. When handling calls, an employee must make determinations and decisions regarding the urgency of the problem, the appropriate City department to handle the problem, and stand-by-duty personnel to be contacted. This class performs related duties as required.

Distinguishing Features: Employees in this class may be required to work varying shifts, weekends, and holidays. This class is distinguished from the Utilities Distribution Controller class by its status as a trainee class in which incumbents learn the duties of a Utilities Distribution Controller. The Utilities Control Center Operator receives close-to-general supervision from the Utilities Control Center Supervisor and/or the Utilities Distribution Shift Leader, who review the employee's work through work in progress, meetings, and by the evaluation of results achieved. Employees in this class may progress after one year of service by noncompetitive promotion to the classification of Utilities Distribution Controller. Promotion is accomplished after successful completion of on-the-job training, achievement of successful performance evaluation, and completing initial City probation. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Some (6 months - 1 year) full-time employment in at least one of the following: water supply system, water distribution system, natural gas distribution system, wastewater system, electric distribution system, or closely related operation.

Special Requirements. Must possess a Grade 1 Water Distribution System Operator or Water Treatment Operator Certification from Arizona Department of Environmental Quality (ADEQ) by application date. Must obtain certification as a gas system operator in accordance with 49 Code of Federal Regulations (CFR) within one year of hire or promotion date.

Substance Abuse Testing. This class is subject to Department of Transportation (DOT) drug and alcohol testing to comply with DOT Pipeline and Hazardous Materials Safety Administration (PHMSA) regulations 49 CFR Part 199.

Preferred/Desirable Qualifications. None.

ESSENTIAL FUNCTIONS

Communication: Responds to incoming utilities emergency calls and trouble calls. Answers questions and responds to complaints regarding the practices and procedures of various City departments. Relays information to other City employees to resolve utilities and related problems. Prepares written Customer Contact Reports and maintains reports on essential water system, wastewater, and natural gas data. Provides information to other utility employees through computer reports of pressure, flow rates, and utility usage.

Manual/Physical: Inputs data into a computer to update and maintain computerized meter history files, controls the water system, create graphics, and generate reports. Cleans and replaces computer filters, ribbons, etc., to maintain equipment reliability. Cleans work area. Meets scheduling and attendance requirements.

Mental: Learns to operate a computer; monitor and operate the SCADA system; responds to emergencies; and determine appropriate well pumps, booster pumps, and control valves to turn on and off, based upon pressure, flow data, and projected usage. Observes pressure, flow, and reservoir level data to ensure appropriate water system operation. Distinguishes colors to determine pump and alarm status and pressure zone designations.

Knowledge and Abilities:

Knowledge of:

City of Mesa Utilities Control Center operating policies and procedures;
general water supply and distribution practices and procedures;
areas of responsibility of City departments for resolving problems;
City of Mesa call-out and emergency notification procedures;
normal pressures, flows, and levels for the City's water supply, gas, electric, and sewer systems;
input and retrieval procedures for meter history, meter location, and related computer-stored data; and
basic two-way radio base station operating procedures.

Ability to:

monitor, operate, and respond to a ten-channel two-way radio base station;
dispatch the appropriate utility crew(s) and department personnel in response to complaints, requests for service, calls for assistance, and emergencies;
answer a wide variety of questions about the procedures and practices of most City departments; and
establish and maintain effective working relationships with management, subordinates, representatives from other City departments, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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Revised to Update Qualifications 6/16

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PAY GRADE: 43

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INCREMENTS 62-200