

## UTILITIES DISTRIBUTION SHIFT LEADER

### JOB DESCRIPTION

**Classification Responsibilities:** The Utilities Distribution Shift Leader is responsible for supervising and participating in the activities of the Utilities Control Center. The employee in this class supervises, completes performance evaluations, schedules, assigns tasks, coordinates, and reviews the work of Utilities Distribution Controllers and Operators who: monitor the City's water, gas, wastewater and electric systems; respond to emergencies and alarms; dispatch field staff; operate and control the water system pumping, storage, and pressures; staff the 24/7 emergency hotline for all four utilities and provide coverage for multiple city departments for afterhours and weekend calls and dispatch. The employee in this class is the first point of escalation for internal and external customers that interact with the Utilities Control Room and is expected to handle these situations with professionalism and tact. The Utilities Distribution Shift Leader is expected to exhibit leadership, facilitate teamwork, schedule training, and provide clear written and verbal communication to Controllers and Operators to ensure: consistent, energy efficient, and reliable system operation; appropriate response to alarms, emergencies, and inquiries following established protocols. The employee in this class performs related duties as required.

**Distinguishing Features:** This class is distinguished from the Utilities Distribution Controller class by having greater decision-making authority, as well as supervisory responsibility over the Controllers. This class is supervised by the Utilities Control Center Supervisor who reviews the employee's work through meetings, conferences, and reports regarding results achieved and problems encountered. This class must be available on a rotating basis 24/7 to answer questions regarding unique, abnormal, or emergency situations in the control room. This position is subject to call-out or callback due to emergencies or staff shortages in order to facilitate and sustain control room operation. This position will be responsible for working Controller shifts as necessary during staff shortages. 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 four years full-time employment in a water supply system, water treatment plant, or closely related experience, including one year of operating a personal computer (PC) or computerized control or data system, **OR** two years full-time employment with the City of Mesa as a Utilities Distribution Controller.

**Special Requirements.** Must possess a Grade III (or higher) Water Treatment Plant Operator or Water Distribution Operator certification from the Arizona Department of Environmental Quality (ADEQ) or equivalent certification from another state through reciprocity with Arizona by application date. Certification through reciprocity must be obtained within 3 months of hire or promotion. Must obtain certification as a gas system operator in accordance with 49 Code of Federal Regulations (CFR) within one year of hire date.

**Substance Abuse Testing.** This class is subject to Department of Transportation (DOT) Pipeline and Hazardous Material Safety Administration (PHMSA) drug and alcohol testing as outlined in 49 CFR Part 199.

**Preferred/Desirable Qualification.** Two years of supervisory experience.

## **ESSENTIAL FUNCTIONS**

**Communication:** Responds to incoming utility emergency and trouble calls from customers and City employees, as well as calls for information, assistance, and employee paging. Answers questions and complaints regarding the practices and procedures of various City Divisions when the Control Center provides afterhours or weekend coverage. Trains and instructs subordinate staff in Utilities Control Center operations. Communicates instructions clearly and concisely under emergency conditions. Instructs others regarding the performance of hydraulic calculations, proper water system operation, and the handling of emergency calls. Logs all calls acted upon. Prepares clear and concise reports on operational analysis, water and gas pressures, flow, usage, and reservoir and tank level readings on an hourly basis. Reviews essential water system data on a daily basis. Prepares Standard Operating Procedures (SOPs) and after-hours guidelines as necessary to ensure consistent system operation and response to calls. Completes employee performance appraisals that clearly define expectations.

**Manual/Physical:** Reviews, queries, and inputs data into/from various software programs to record incoming calls, create service orders, prepare spreadsheets, analyze data, control the water system, create graphics, and generate reports. Maintains a clean work area and ensures control room is maintained in a clean and orderly manner. Monitors water pressure, flow, reservoir, and tank levels to determine usage and storage needs. Distinguishes colors to determine pump and alarm status and pressure zone designations. Operates a variety of standard office equipment. Meets scheduling and attendance requirements.

**Mental:** Provides supervision over Utility Distribution Controllers. Determines training needs, delivers/schedules training, and prepares schedules for 24/7 coverage. Determines the nature and urgency of problems, prioritizes trouble-call responses, generates customer contact reports, determines which division should handle the problem, and if the situation warrants, calls out standby personnel to resolve the problem. Determines appropriate well pumps, booster pumps, and valves to turn on or off, based on pressure, electrical rates, flow data and expected usage information available. Creates procedures and strategies for planned and unplanned outage, emergency, and abnormal situations and instructs Controllers on operation during these incidents. Responds to complex and difficult emergency situations and provides leadership and direction on proper handling of the incidents. Is self-directed and organizes time and resources efficiently to accomplish goals.

### **Knowledge and Abilities:**

Knowledge of:

the City of Mesa Utilities Control Center operating policies and procedures;  
general water supply and distribution practices and procedures;  
the normal pressures, flows, and usage for the City's water supply, gas, and sewer systems;  
the input and retrieval procedures for a computerized information system;  
basic 2-way radio base station operating procedures;

basic principles and practices of employee supervision and training; and SCADA system operation fundamentals.

Ability to:

respond to incoming phone calls;  
communicate verbally and in writing with other departments in order to resolve citizen or customer situations, problems, emergencies, etc.;  
elicit factual information from callers regarding problems and emergency situations;  
analyze and troubleshoot water production system problems; and  
establish and maintain effective working relationships with subordinate personnel, coworkers, management, 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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INCREMENTS 52-200

PAY GRADE: 49

IND-7520

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