

## UTILITIES CONTROL CENTER SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Utilities Control Center Supervisor oversees the activities of a three-shift, seven-day-a-week Utilities Control and Communications Center and a 24-hour City of Mesa hotline. Control room functions include: monitoring the City of Mesa's water, gas, electric, and wastewater systems; responding to emergencies and alarms; dispatching field staff for the four utilities; controlling the water system pumping, storage, and pressures; and providing after-hours support and dispatch for several non-utility City of Mesa departments. The incumbent's duties include: overseeing the operation of the water supply and distribution system using the Supervisory Control and Data Acquisition (SCADA) system, which includes real time monitoring, historical data gathering, alarming, and generating a variety of reports for management; overseeing the operation of the call and dispatching center to ensure customer service goals are maintained; evaluating control room activities and providing recommendations for improvements and modifications to existing methods and processes; requesting and defining upgrades to the functionality and programming of the SCADA system; tracking, preparing, and administering the budget for the Utilities Control Center responsibility center; tracking, preparing, and administering the water system electrical pumping budget; projecting, scheduling, managing, and tracking day-to-day system water usage to meet the yearly water usage goals; and ensuring that work conforms to local, state, and federal governmental regulations, and other applicable rules and requirements. This class is responsible for performing related work as required.

**Distinguishing Features:** This class is distinguished from the Utilities Distribution Shift Leader(s) by its responsibility for overseeing and supervising all activities related to the Utilities Control Center. This class has direct supervision of the Utilities Distribution Shift Leader(s) and monitors their performance through meetings, daily observation, and reports related to results achieved. The employee in this class is supervised by the Supervising Engineer through meetings, conferences, and reports related to results achieved. This class is FLSA exempt-administrative.

### 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 of full-time employment as an operator in a water supply and distribution control center involving the operation of a SCADA system. At least one year of lead or supervisory experience.

**Special Requirements.** Must possess a Grade IV Water Distribution Operator or Water Treatment Plant 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 three 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. Must possess a valid Arizona Driver's License by hire date.

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

**Preferred/Desirable Qualifications.** None.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with staff, management, citizens, contractors, and other City employees in order to direct, coordinate, and manage the Utilities Control Communications Center activities. Responds to complaints and provides information to the general public. Provides written and verbal guidance to subordinate staff in all phases of Utilities Control Communications Center operations. Instructs others regarding the performance of hydraulic calculations, proper water system operations, and the handling of emergency calls. Prepares performance appraisals and provides clear communication regarding performance expectations to subordinate staff. Prepares clear, concise written reports, graphs, charts, power point presentations, and other materials as necessary related to water usage, workgroup metrics, electric usage and rate change requests, standard operating procedures, ACC gas operations requirements, outage plans, and strategic initiatives related to the activities of the control room.

**Manual/Physical:** Enters data and information into a terminal or personal computer or other keyboard device in order to produce documents, databases, and reports. Distinguishes colors to operate the SCADA system, recognize alarms, and prepare reports. Operates a utilities communications center including a multi-channel radio base station, a digital voice and video recorder, a multi-line telephone, and a paging system. Participates in the acquisition/installation of the City's 800 MHz radio system. Operates a variety of office equipment such as a fax, scanner, and copier. Moves light objects of less than 20 pounds in a typical office environment. Operates a motor vehicle requiring a standard Arizona Driver's License to attend meetings or visit field operations.

**Mental:** Reviews system reports, customer contacts, and radio logs to ensure conformance to standards. Develops and updates procedures and protocols to ensure effective utilization of a utilities communications center. Resolves work procedural problems and questions presented by subordinate personnel. Prepares and manages the control center operating and maintenance budget. Projects monthly water supply utilization from surface and groundwater sources based on historic transfer abilities; future demands; limitations imposed by construction, repair, and outage schedules; and prioritized source use goals. Updates and refines annual projections to allow accurate remarketing of supplies. Records on and off project water usage to ensure compliance with agreements with Salt River Project and Central Arizona Water Conservation District. Determines parameters for a water distribution system that produces optimum pressure and flow with minimal cost of production. Coordinates water system upgrades/improvements in order to meet customer water demands with the least amount of disruption to contractor projects. Analyzes process variables to make recommendations regarding goal achievement, performance efficiency, etc. Comprehends and makes inferences from written material. Prioritizes work for subordinate personnel. Learns job-related material through on-the-job training and in a classroom setting. Ensures that all gas regulations are met.

**Knowledge and Abilities:**

Knowledge of:

the City of Mesa Utilities Control Center operating policies and procedures;  
the general water supply and distribution practices and procedures;  
the normal pressure, flows, and levels for the City's water supply, electric, gas, and wastewater systems;  
computer system report generation, data collection, and conversion;  
the City of Mesa call-out and emergency notification procedures;  
the City departments' and divisions' areas of responsibility;  
the input and retrieval procedures for a variety of computerized data files including meter history and location, service and maintenance records, and related records and information;  
the operating procedures for a multi-channel 2-way 800 MHz radio base station and paging system;  
the principles of operation of a SCADA system;  
the principles and practices of employee supervision, evaluation, and training; and  
general budget preparation and administration principles.

Ability to:

operate and maintain the Utilities Department's SCADA system, including the creation of graphics and generation of reports;  
effectively operate a utilities communications center including a multi-channel radio base station, a digital recorder, video recorder, a multi-line telephone, and a paging system;  
recommend water distribution system operating procedures including pumping priorities, contingency plans, standard operating procedures (SOP) and maximum efficiency options to maintain sufficient volume and pressures to meet City water demands;  
supervise, assign, evaluate, and train a subordinate staff; and  
establish and maintain effective working relationships with subordinates and coworkers.

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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PAY GRADE: 51

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