# UTILITIES DISTRIBUTION CONTROLLER

## JOB DESCRIPTION

**Classification Responsibilities:** A Utilities Distribution Controller is primarily responsible for monitoring and operating the Supervisory Control and Data Acquisition (SCADA) system in order to regulate and monitor the water distribution system and monitor the electric, gas, and wastewater systems and lift stations. Additionally, employees in this class respond to after-hours and weekend emergency phone calls. When handling calls, an employee must make determinations and decisions regarding: the urgency of the problem, appropriate City department to handle the problem, and stand-by duty personnel to be contacted. Incumbents in this class may provide training to Utilities Control Center Operators. This class is responsible for performing related duties as required.

**Distinguishing Features:** The Utilities Distribution Controller class is distinguished from the Utilities Control Center Operator by its responsibility for performing journey-level Utilities Control Center Operator work. Employees in this class may work rotating shifts that may include weekends and holidays. Employees in this class may be called-out for emergencies and must also be willing to work overtime as required. Employees may progress to this class by noncompetitive promotion after successful completion of on-the-job training, achievement of successful performance evaluation, and completing initial City probation. This class receives general supervision from the Utilities Control Center Supervisor or Utilities Distribution Shift Leader through meetings, conferences, and reports regarding results achieved and problems encountered, and a review of utility distribution, flow, and usage records. 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 and one year of full-time employment in a water supply system, water treatment plant, electric utility control room environment, or closely related field.

**Special Requirements.** Must possess a Grade II Water Treatment Plant Operator or Water Distribution 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 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 Qualifications.** Experience operating a SCADA system and spreadsheet, Windows, and word processing applications is highly desirable.

## ESSENTIAL FUNCTIONS

**Communication:** Responds to incoming utility emergency and trouble calls. Answers questions and complaints regarding the practices and procedures of various City departments. Trains staff as needed in operating policies and procedures including computer operation, the SCADA system, and handling emergencies. Elicits factual information from callers regarding problems and emergency situations. Communicates with other City employees to resolve utility and related problems. Communicates with intergovernmental agencies to switch power as needed. Operates a two-way radio system to direct other employees to dispatch a locator for emergency blue stake requests. Responds to field requests regarding location, size, or other information on each meter. Prepares written customer contact reports. Provides information through logs and/or computer reports of electrical outage, pressure, flow rates, and City gas and water usage. Records essential utility data.

**Manual/Physical:** Inputs data into the computer, via a keyboard device, to update and maintain electric system information, computerized meter history files, control the water system, create graphics, and generate reports. Operates a remote computer terminal monitoring load flow and power scheduling for maximum economic benefit and contractual compliance. Must be color cognizant in order to recognize various SCADA alarms. Cleans and replaces computer filters, ribbons, etc., to maintain and ensure reliability of equipment. Cleans work area. Observes pressure, flow, and reservoir level data to ensure appropriate water system operation. Observes pumping data and electrical trends to determine proper pump and meter operation. Detects water, wastewater, electric, and gas system alarms, and makes adjustments or contacts the appropriate personnel to respond to the alarm. Distinguishes colors to determine pump and alarm status and pressure zone designations. Meets scheduling and attendance requirements.

**Mental:** Determines the nature and urgency of a problem, prioritizes trouble-call responses, determines which City department should handle it, and calls out stand-by personnel, if warranted, under established call-out policies and procedures. Calculates future water usage and orders appropriate water from treatment plants. Writes complex switching orders and maintenance procedures for both routine and emergency situations with safety being a paramount consideration. Determines appropriate well pumps, booster pumps, and control valves to turn on and off, based on pressure flow data and projected usage. Comprehends and makes inferences from written material to follow written instructions, procedures, and operational guidelines. Analyzes pumping data to make recommendations and reports regarding water system operation. Uses a personal computer (PC) and software program to enter data and provide reports for system reliability tracking and reporting. Uses a PC to retrieve information from meter and transformer databases for field personnel. Learns job-related material (example: computer operation, water system operation, and hydraulics) through on-the-job training and structured classroom settings.

**Knowledge and Abilities:**

Knowledge of:

the SCADA system;
PC software applications necessary to perform work;
the City of Mesa Control Center operating policies and procedures;
the general water supply and distribution, and general electric distribution practices and procedures;

the areas of responsibility of City departments for resolving problems;
the City of Mesa call-out and emergency notification procedures;
normal operating parameters of the City's electric distribution system;
the normal pressures, flows, levels, and limits for the City's water supply, gas, electric, and sewer systems;
the input and retrieval procedures for meter history, meter location, and related computer-stored data; and
basic 2-way radio base station operating procedures.

Ability to:

generate, transcribe, and tabulate technical data;
work without direct supervision;
operate computers;
monitor, operate, and respond to a ten/eleven-channel 2-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.

Revised to update Special Requirements 06/16
LW/st/th

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| CS4135.DOCX | PAY GRADE: 46 |
| EEO-SCW | IND-7520 |
| JOB FCTN-TEC | SWORN-No |
| INCREMENTS 62-200 | |