



City of Tempe

CONTROL CENTER OPERATOR

| JOB CLASSIFICATION INFORMATION | | | | |
|--------------------------------|---------------------|---|---------------------------------|-----------------|
| <i>Job Code:</i> | 201 | | <i>FLSA Status:</i> | Non-Exempt |
| <i>Department:</i> | Municipal Utilities | | <i>Salary / Hourly Minimum:</i> | \$25.165385 |
| <i>Supervision Level:</i> | Non-Supervisor | | <i>Salary / Hourly Maximum:</i> | \$33.973558 |
| <i>Employee Group:</i> | NSU | | <i>State Retirement Group:</i> | ASRS |
| <i>Status:</i> | Classified | | <i>Market Group:</i> | Plant Operator+ |
| <i>Drug Screen / Physical:</i> | Y | N | <i>EEO4 Group:</i> | Skilled Craft |

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
 Receives direction from the Control Center Supervisor or other supervisory or management staff.

| MINIMUM QUALIFICATIONS | |
|---------------------------------|--|
| <i>Experience:</i> | Three years of experience performing plant operations duties in a Water Treatment Plant, including six months experience with a computerized plant monitoring system comparable to SCADA. |
| <i>Education:</i> | Equivalent to completion of the twelfth grade supplemented by specialized training in chemistry, biology, mathematics or a degree related to the core functions of this position. |
| <i>License / Certification:</i> | <ul style="list-style-type: none"> • Must possess and maintain a Grade 3 Water Treatment Plant Operator Certification issued by the State of Arizona. • Possession of a Grade 1 Water Distribution System Operator Certification and Grade 1 Waste Water Collection System Operator Certification issued by the State of Arizona is preferred. |

ESSENTIAL JOB FUNCTIONS
 Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To monitor, control and operate the City's water treatment facilities through the use of a computerized control system.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Monitor, interpret and evaluate data received regarding treatment plant operations, and remote facilities (i.e. wells, booster stations, reservoirs, wastewater lift stations, and wastewater metering stations) through the use of a SCADA (Supervisory Control and Data Acquisition) computerized control system;
- Respond to alarms, equipment failures and security alarms; determine cause and take necessary corrective action;
- Advise plant operators and field site personnel on various matters of plant processes or field site issues when required;
- Monitor the City's water treatment operations to ensure compliance with federal, state and local requirements, regulations and ordinances, such as the Safe Drinking Water Act;
- Adjust plant production, distribution system pumping rates, and water treatment chemicals to maximize operational effectiveness;
- Maintain communication with plant operators at all times; advise plant operators or field site personnel of changes necessary to ensure efficient operation;
- Perform dispatching duties during emergency situations in the water distribution and/or waste water collection system; notify appropriate emergency personnel, management and other agencies in the event of an emergency; procure equipment and material as required;
- Advise Control Center Supervisor of plant conditions and potential problems in treatment facilities operations as needed;
- Operate a security monitoring and controlled access system. Respond to security alarms to determine cause and take necessary corrective action including notifying the Water Utility Division Security personnel as needed;
- Collect, analyze and interpret water quality data on a daily basis; maintain written daily logs; monitor process control variables and program adjustments as required; and initiate appropriate corrective treatment/operational action as needed;
- Analyze trending graphs and logs to forecast raw water usage and order daily requirements;
- Detect analyze and report any potential problems within the SCADA system which are not consistent with established operating guidelines;
- Communicate orally and in writing with plant staff, supervisory, and emergency personnel concerning both routine and emergency situations;
- Work cooperatively with other City employees, various levels of management, and the public, often in stressful situations;
- Receive, investigate, analyze, and resolve difficult customer service complaints with tact and diplomacy;

- Work any shift in a 24 hour period, including day, evening, midnight, weekend, and holiday shifts, including callout or callback at any time due to staff shortages or emergencies in order to facilitate and sustain operations;
- Monitor security for all remote water treatment facilities utilizing the SCADA monitoring system; maintain safe working environment in control center and treatment facilities by maintaining established policies, procedures and operating guidelines;
- Operate computers and general office equipment. Create and/or maintain: operational procedures, records, spreadsheets, documents, logs, etc. Perform general queries within various databases (e.g., work order, billing, customer service, GIS, etc.);
- Perform related duties as assigned;
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Climb stairways, ladders, and work on elevated structures;
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines;
- Extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time.

COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES | COMPETENCIES |
|----------------------|---------------|--|
| Foundational | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability |
| Supervisory | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others |
| Manager | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring |
| Deputy Director | In Addition > | Entrepreneurship and Networking |
| Director | In Addition > | Organizational Vision |

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective March 1991

Revised January 2002 (Revised certifications)

Revised September 2011 (Revised job duties; added preferred certifications)

Revised January 2014 (Eliminated Wastewater Oper certification)

Revised December 2016 (added physical/mental activities)

Revised March 2019 (PW Reorg – moved to Municipal Utilities Department)