



# City of Tempe

## CONTROL CENTER SUPERVISOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	318	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Municipal Utilities	<i>Salary / Hourly Minimum:</i>	\$31.850962
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$42.999038
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Plant Operations Manager
<i>Drug Screen / Physical:</i>	Y	N	<i>EEO4 Group:</i> Professionals

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives general supervision from the Plant Operations Manager or other management staff.  
 Exercises direct supervision over the Control Center Operators, Field Site Plant Mechanics, Electrician, and Instrumentation and Control Technician and other assigned staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three years of experience performing plant operations duties in a water treatment facility, including experience with a computerized monitoring system comparable to SCADA. One year of lead or supervisory experience is preferred.
<i>Education:</i>	Equivalent to completion of an Associate's Degree supplemented by specialized training in water and/or wastewater treatment, chemistry, biology, mathematics or a degree related to the core functions of this position.
<i>License / Certification:</i>	<ul style="list-style-type: none"> <li>• Possession of a Grade III Water Treatment, Grade III Water Distribution, Grade II Wastewater Collection and Grade II Wastewater Treatment Certification issued by the State of Arizona at time of hire.</li> <li>• Required to obtain a Grade IV Water Treatment, Grade III Wastewater Collection and, Grade IV Water Distribution Certification issued by the State of Arizona within 6 months of hire.</li> <li>• Must possess and maintain a valid driver's license.</li> </ul>

### 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 supervise the operations and computerized control of water treatment plants/wastewater plants, wells, booster stations, metering stations, lift stations, and pumping and storage facilities, and monitor the operation of reclamation plants to ensure compliance with federal and state laws as required.

## 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.
- Supervise the operations and staff of the SCADA Control Center, wells, booster and metering stations, pumping and storage facilities, lift stations and related water/wastewater facilities and sites.
- Participate in setting goals, priorities, and strategies for safe, efficient, and effective operations.
- Make decisions regarding personnel including selection; leave approval; performance evaluation; and disciplinary actions as well as conduct staff training programs.
- Develop, coordinate, and write policies, procedures, and programs relating to the implementation of system operations according to City ordinances and local and federal regulations.
- Follow skill based pay program guidelines and educate employees of the program and expectations.
- Establish and maintain cooperative and effective working relationships with management, supervisors, peers, assigned staff, other City personnel, and the general public.
- Maintain the quality and quantity of the City's water supply by following established guidelines, policies and procedures.
- Analyze and interpret laboratory data to ensure compliance with established SCADA operating program guidelines.
- Review proper chemical additions and adjustments to water supply to ensure the quality and safety of the City's water supply.
- Detect, analyze and initiate needed modification procedures in the operating programs and procedures of the SCADA system.
- Work collaboratively with other supervisors to conduct inspections of water/wastewater facilities as well as field sites to monitor operating procedures in accordance with established policies and procedures, and implement changes when warranted.

- Adhere to established safety procedures (OSHA Standards) and monitor facility safety preparedness, work environment, and use of safety equipment to ensure safety of employees and other individuals.
- Ensure compliance, through regular monitoring, with the Safe Water Drinking Act, the Clean Water Act, and relevant federal, state and local regulations.
- Prepare, review and provide input on the annual operating and capital budget for the section;
- Meet with vendors and assist with procurement of materials and supplies.
- Maintain efficient utilization of the City's raw and finished water pumps and water storage systems.
- Prepare and maintain daily, monthly and annual reports as required.
- Make critical decisions related to water treatment and water supply emergencies on a 24-hour basis.
- Investigate and resolve technical problems and handle public relations issues.
- Work with the Information and Technology Division to ensure an effective and efficient SCADA networking system.
- Write technical documents using SCADA trending information and regulatory compliance information.
- Attend and participate in a variety of internal and external meetings.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

### PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles;
- Climb stairways, ladders, and work on elevated structures;
- Traverse uneven surfaces;
- Work in a stationary position for considerable periods of time;
- Operate computers, calculators and other office machines requiring repetitive hand/eye movement;
- Considerable reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.

### COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
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
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

JOB DESCRIPTION HISTORY
<p><i>Effective March 1991</i>  <i>Revised July 2001 (Range adjustment)</i>  <i>Revised January 2002 (Update Certifications)</i>  <i>Revised April 2002 (Update Certifications)</i>  <i>Revised August 2010 (Update job duties and certifications)</i>  <i>Revised December 2010 (Updated experience)</i>  <i>Revised March 2019 (PW Reorg – moved to Municipal Utilities Department)</i></p>