



POSITION DESCRIPTION

Job Title: Control Center Operator
Salary Grade: 15

Job Code: 4334
FLSA Status: Non-Exempt

JOB SUMMARY

The Control Center Operator is responsible for coordinating, monitoring and operating pumping equipment for potable, wastewater and recycled systems at defined parameters to ensure uninterrupted quantity, quality and pressures for domestic and fire protection use. Coordinates pumping methods, valve activity, tank levels, chemical dosages and other system operational strategies.

ESSENTIAL FUNCTIONS

1. Controls system pressures by reviewing historical data, pump performance, system hydrology, and customer demand, matching them with appropriate pumping schemes.
2. Interprets criticality of emergency situations, makes decisions without supervision and communicates directly with first responders, supervisors and emergency personnel, evaluates and makes decisions to determine further action, prioritizes problems according to severity.
3. Utilizes SCADA workstations, radio and telephonic communications, and personal computers.
4. Receives requests for potable water, and reuse system repair isolations, evaluates and makes decisions to determine further action.
5. Identifies equipment failures, initiates work orders for emergency and corrective repairs.
6. Notifies technicians of needed repairs in a manner appropriate for the severity of the problem.
7. Dispatches on-duty and on-call personnel as necessary to address problems.
8. Maintains records, activity logs and lists of equipment readiness to coordinate pump activity with main breaks, emergency shutdowns, construction projects and service level changes.
9. Informs other operators about ongoing problems and operational issues.
10. Trains and mentors other employees.
11. Performs other duties as assigned.

DECISION MAKING

- The Control Center Operator works under limited supervision.
- The Control Center Operator dispatches works and checks for operational readiness, including advising coworkers of system status at shift change.

MINIMUM REQUIREMENTS

- High school or GED.
- Class "C" Texas Groundwater license or ability to obtain with 12 months.
- Three years experience in the operation and monitoring of water or wastewater pumping, distribution, collection, and treatment systems.
- Proficient in use of word processing, spreadsheet, and database software.

PREFERRED QUALIFICATIONS

- Knowledge of Production and Distribution systems.
- Knowledge of mapping systems.
- Knowledge of work order systems.
- Class "B" Texas Groundwater license.

JOB DIMENSIONS

- Ability to work effectively in both a team and an individual self directed environment, coordination with technicians, internal and external customers, consultants, management, and regulatory agencies.
- Required to work night and weekend shifts and holidays, occasional rotating shifts, and may be required to work overtime.

The job description is not an employment agreement or contract. The activities listed above describe the general nature and level of work being performed, and do not limit any additionally assigned responsibilities and may be altered as deemed necessary by SAWS. The job description may be altered by the President/CEO at any time.



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PHYSICAL DEMANDS AND WORKING CONDITIONS

The Control Center Operator works in an office environment, and must be able to sit, stand, walk, climb stairs, have a clear speaking voice, good hearing, visual acuity and full color differentiation, be able to operate a keyboard and mouse, and lift up to 25 pounds.

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