
Job Title: Control Center Operator I**Location:** Service Center**Department:** Customer Service**Job Status:** Full-Time**Reports To:** Operational Technology Supervisor**Job Grade:** 210**Pay Status:** Non-Exempt**Date Created/Updated:** 9/1/2022

Position Summary

The Control Center Operator I is an entry level position responsible for overseeing and participating in routine activities for the dispatch, emergency, and Supervisory Control and Data Acquisitions (SCADA) operations providing 24 hour services. The Control Center Operator I must learn to monitor and operate SCADA Systems, GIS, outage management systems, and control and maintain the integrity of electric, water distribution systems, and wastewater treatment systems.

Essential Duties & Responsibilities

- Monitor all systems and equipment in the Control Center
- Monitor weather and operating conditions affecting the safe and reliable operations of NBU electrical and water/wastewater systems
- Alert other Control Center operators of all conditions, alarms and advisories affecting service operations
- Notify and assist appropriate response personnel as directed
- Notify Communications Manager and Key Accounts Manager, or designees, as directed
- Perform reclose monitoring, operation and testing through SCADA system and equipment
- Knowledgeable of NBU safety and switching procedures
- Assist in entering real time events into all event and daily logs
- Appropriately handle all customer interactions calmly and professionally
- Ability to multi-task in a fast-paced environment
- Assist in the creation & execution of electric switching orders
- Complete Control Center career path training within the given time restriction to graduate to Control Center Operator II
- Responsible for any other duties as assigned by Operational Technology Supervisor or Systems Control Manager
- Critical decision-making skills
- Assist internal and external customers with troubleshooting
- Use multiple systems to dispatch crews
- Ability to decipher critical vs. non-critical outages and prioritize work
- Analyze and monitor data to ensure systems are running smoothly
- Analyze AMI data to solve service related issues

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures

- Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: Three Years or More

Other: [Click or tap here to enter text.](#)

Certification and Licensures Requirements

System Operator certification a plus

Other Minimum Qualifications

- Utility industry experience preferred
- Experience in real-time operations, dispatch, control center atmosphere, electric or water distribution field operations preferred
- Must complete all training requirements to promote to a Control Center Operator II, within 18 months of hire to maintain employment
- Must have 24 hour availability
- Flexibility to work rotating shifts including holidays and weekends

Knowledge of Computer Software

| | No Knowledge | Beginner | Intermediate | Expert |
|----------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Arc GIS | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| AutoCAD | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crystal Reports | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Microsoft Access | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Microsoft Excel | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Microsoft Word | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Microsoft Publisher | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Microsoft PowerPoint | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other Software Knowledge

[Click or tap here to enter text.](#)

Experience with Machines, Tools, Equipment and Other Work Aids

[Click or tap here to enter text.](#)

Physical Demands

Standing: Occasionally

Making Presentations

Observing Work Sites

Observing Work Duties

Communication with Co-Workers

Fine Dexterity: Constantly

Computer Keyboard

Telephone Keypad

Calculator

Calibrating Equipment

Walking: Occasionally

To Other Departments/Office/Office Equipment

Around Worksite

| | | | | | | |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Wetness and/or humidity (bodily discomfort from moisture) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Noise and Vibration (sufficient to cause hearing loss) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Physical Hazards (High voltage, dangerous machinery, aggressive Customers) | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Health and Safety Conditions

| | Never (Never Occurs) | Rarely (Less than 1 hour per week) | Occasionally (1/3 or more of the time) | Frequently (From 1/3 to 2/3 of the time) | Constantly (2/3 or more of the time) |
|--------------------------|-------------------------------------|-------------------------------------|--|--|--------------------------------------|
| Mechanical Hazards | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chemical Hazards | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Electrical Hazards | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fire Hazards | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explosives | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communicable Diseases | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Physical Danger or Abuse | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly

Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly

Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

| | Never | Rarely | Occasionally | Frequently | Constantly |
|---|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| Time Pressure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Emergency Situations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Frequent Change of Task | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Irregular Schedule/Overtime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Performing Multiple Tasks Simultaneously | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Working Closely with Others as Part of a Team | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Tedious or Exacting Work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Noisy/Distracting Environment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date