

**Job Title:** Control Center Manager**Job Status:** Full-Time**Department:** System Control**Job Grade:** 609**Reports To:** Director of System Operations**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 12/1/2025**Location:** Service Center

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### Position Summary

The Control Center Manager provides strategic direction and operational leadership for NBU's 24/7 Control Center, overseeing electric, water, and wastewater system operations. This role ensures safe, reliable, and efficient service delivery by managing personnel, implementing policies, and leveraging technology for real-time monitoring and control. This position guides the development and enforcement of operational procedures, fosters a culture of continuous improvement and situational awareness, and leads coordination during outages and emergencies. They collaborate across departments to drive innovation, enhance system performance, and support the utility's long-term goals.

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### Essential Duties & Responsibilities

#### Leadership & Strategic Oversight

- Provide leadership and direction to the Control Center Supervisor and Operators to ensure seamless 24/7 operations.
- Lead the vision for Control Center operations and drive continuous improvement of processes, tools, and performance outcomes.
- Lead efforts to modernize control center capabilities through automation, SCADA system advancements, and cross-functional integration.
- Develop long-term plans for staffing, training, technology, and operational capabilities to expand service potential, embrace innovation, and support evolving utility needs.
- Develop and maintain operational standards, protocols, and escalation procedures to support consistent and effective decision-making.
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- Participate in budget planning and resource allocation for control room operations.
- Establish, track, and report key performance indicators (KPIs) to monitor performance and drive continuous improvement.

#### Personnel Management

- Oversee recruitment, training, and ongoing development of Control Center staff in collaboration with HR and the Director of System Operations.
- Conduct performance reviews for direct reports and oversee the performance management process for the entire Control Center team.
- Ensure appropriate staffing coverage through workforce planning and scheduling oversight.
- Promote a high-performing, safety-conscious, and collaborative team environment.
- Foster a positive and engaged team culture by actively seeking employee feedback, promoting open communication, and maintaining high morale through visible and supportive leadership.

## Operational Management

- Oversee the Control Center's response to system events, outages, alarms, and emergencies, ensuring proper escalation and communication protocols are followed.
- Serve as the operational lead during major incidents and coordinate with internal and external stakeholders, including emergency services.
- Direct testing, evaluation, and refinement of operational strategies and emergency response plans.
- Approve and guide the issuance of switching orders, clearances, and hotline tags.
- Prioritize outage response and ensure timely, coordinated support for field operations teams during service disruptions.
- Capture detailed records of operational incidents to support lessons learned, improve future response, and inform training and policy updates.

## System Monitoring & Performance

- Analyze operational data from SCADA and other sources to identify trends, optimize system performance, and reduce risk.
- Evaluate historical performance data and generate recommendations for system improvements and preventative maintenance.
- Lead collaboration between engineering, planning, and field operations to support safe and efficient system operations.
- Identify opportunities for system automation, remote diagnostics, and proactive operational strategies using data insights

## Policy, Compliance & Communication

- Develop, implement, and maintain standard operating procedures and ensure Control Center operations comply with internal policies and external regulatory standards.
- Regularly communicate performance metrics, operational insights, and incident updates to senior leadership.
- Ensure consistent and effective communication across Control Center shifts and departments.
- Promote and model adherence to safety practices and company core values at all times.
- Lead proactive communication from the Control Center to ensure all impacted departments are informed of process changes and key system activities.

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## Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Information Systems, Public Administration, or a related field required.

Work Experience Time Frame: Seven Years or

Other:   

More

Field of Study: Engineering, Operations Management,

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## Certification and Licensures Requirements

System Operator Certification

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## Other Minimum Qualifications

Click or tap here to enter text.

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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### **Other Software Knowledge**

Outage Management System (OMS), Interactive Voice Response (IVR)

### **Experience with Machines, Tools, Equipment and Other Work Aids**

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### **Physical Demands**

#### **Standing:** Choose an item.

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

#### Meetings

#### Driving

#### **Fine Dexterity:** Choose an item.

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

#### **Reaching:** Choose an item.

- For Supplies
- For Files

#### **Handling:** Choose an item.

- Paperwork
- Monies

#### **Kneeling:** Choose an item.

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

#### **Pushing/Pulling:** Choose an item.

- File Drawers
- Equipment
- Table and Chairs
- Hose

#### **Climbing:** Choose an item.

- Stairs
- Ladder
- Step Stool
- Onto Equipment

#### **Lifting:** Choose an item.

- Supplies
- Equipment
- Files

#### **Carrying:** Choose an item.

- Supplies
- Equipment
- Files

#### **Sitting:** Choose an item.

- Desk Work

#### **Vision:** Choose an item.

- Reading

- Computer Screen
- Driving
- Observing Worksite

**Foot Controls:** Choose an item.

- Driving
- Operating Heavy Equipment
- Dictaphone

**Balancing:** Choose an item.

- On Ladder
- On Equipment
- On Step Stool

**Bending:** Choose an item.

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

**Crouching:** Choose an item.

**Other:** Click or tap here to enter text.

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

**Crawling:** Choose an item.

- Under Equipment
- Inside Attics/Pipes/Ditches

**Hearing:** Choose an item.

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

**Twisting:** Choose an item.

- From Computer to Telephone
- Getting Inside Vehicle

**Talking:** Choose an item.

- Communication Via Telephone/Radio/To-Co-Workers/Public

## Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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.

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## Primary Work Environment: Choose an item.

Other: Click or tap here to enter text.

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## 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

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## 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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### 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.

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Employee's Signature

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Employee's Printed Name

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Date