

Job Title: Control Center Operator I**Location:** Service Center**Department:** Customer Service**Job Status:** Full-Time**Reports To:** Operational Technology Supervisor**Job Grade:** 204**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	☐	☒	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☒	☐	☐	☐
Microsoft Access	☐	☒	☐	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☒	☐	☐	☐
Microsoft PowerPoint	☐	☒	☐	☐

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

Carrying: Occasionally

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Sitting: Occasionally

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

Reaching: Frequently

- ☒ For Supplies
- ☐ For Files

Handling: Frequently

- ☒ Paperwork
- ☐ Monies

Kneeling: Rarely

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

Pushing/Pulling: Rarely

- ☒ File Drawers
- ☒ Equipment
- ☐ Table and Chairs
- ☐ Hose

Climbing: Never

- ☐ Stairs
- ☐ Ladder
- ☐ Step Stool
- ☐ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen

Other: Click or tap here to enter text.

- ☐ Driving
- ☐ Observing Worksite

Foot Controls: Never

- ☐ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Never

- ☐ On Ladder
- ☐ On Equipment
- ☐ On Step Stool

Bending: Occasionally

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

Crouching: Rarely

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

Crawling: Never

- ☐ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

Hearing: Constantly

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

Twisting: Constantly

- ☒ From Computer to Telephone
- ☐ Getting Inside Vehicle

Talking: Constantly

- ☒ 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)	☒	☐	☐	☐	☐	☐

Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐	☐
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	☒	☐	☐	☐	☐	☐
Noise and Vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐	☐
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	☒	☐	☐	☐	☐	☐

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	☒	☐	☐	☐	☐
Chemical Hazards	☒	☐	☐	☐	☐
Electrical Hazards	☒	☐	☐	☐	☐
Fire Hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable Diseases	☐	☒	☐	☐	☐
Physical Danger or Abuse	☒	☐	☐	☐	☐

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	☐	☐	☐	☒	☐
Emergency Situations	☐	☐	☐	☒	☐
Frequent Change of Task	☐	☐	☐	☒	☐
Irregular Schedule/Overtime	☐	☐	☐	☒	☐
Performing Multiple Tasks Simultaneously	☐	☐	☐	☒	☐
Working Closely with Others as Part of a Team	☐	☐	☐	☒	☐
Tedious or Exacting Work	☐	☐	☐	☒	☐
Noisy/Distracting Environment	☐	☐	☐	☒	☐

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