



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Systems Control Operator I/II/III
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GENERAL PURPOSE

Under immediate (Systems Control Operator I) to general (Systems Control Operator II) supervision, and to direction (Systems Control Operator III), analyzes system demands and abilities; controls, operates, monitors, and performs operational changes to storage, treatment, and distribution of potable and reclaimed water; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

Systems Control Operator I: This is the entry-level class in the Systems Control Operator series. Initially under immediate supervision, incumbents learn to perform routine operational changes to storage, treatment, and distribution of potable and reclaimed water. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Systems Control Operator II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Systems Control Operator II: This is the fully qualified journey-level classification in the Systems Control Operator series. Positions at this level are distinguished from the Systems Control Operator I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Systems Control Operator III: This is the advanced-level classification in the Systems Control Operator series responsible for performing the most complex work assigned to the series and are fully competent to independently perform duties. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform the assigned duties and act in the absence of the Water Operations Supervisor. Assignments are given with general guidelines and incumbents

are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness and conformity to policy and requirements. This class is distinguished from the Water Operations Supervisor in that the latter is a full supervisory-level class with accountability and ongoing decision-making responsibilities associated with the work.

Employees in this classification are subject to on-call, which may include rotating-duty schedule, weekends, and 24-hour emergency call out with little or no notice. Any employee designated to serve on-call who repeatedly refused to serve on-call, or report for emergencies, shall be subject to disciplinary action up to and including discharge.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision (Systems Control Operator I), general supervision (Systems Control Operator II), or direction (Systems Control Operator III) from the Water Operations Supervisor. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Positions at the Systems Control Operator I level may perform some of these duties and responsibilities in a learning capacity.

- Operates water production, storage, and distribution facilities via supervisory control and data acquisition (SCADA) systems; regulates water flow throughout the system using control valves, pumping stations, and SCADA; evaluates system status via SCADA and confirms all related telemetry signals are functional and correct.
- Operates pumps, valves, and related equipment; operates and monitors water reclamation equipment, facilities, and systems, using electronic and computer-controlled systems (SCADA).
- Operates and monitors water and wastewater systems and controls pump stations during scheduled and emergency shutdowns; coordinates facilities shutdown so that specialized trades personnel may make major and/or highly technical repairs to equipment, machinery, and system; maintains flow using booster pumps to control water level in reservoirs and at other critical points throughout the system; coordinates water orders and shutdowns with other agencies.

- Recommends upgrades and continuous improvements on all departmental responsibilities, procedures, processes, reports, and assignments; evaluates the need for major or specialized repairs to equipment, machinery, and electrical and electronic system, and to reduce energy consumption; prepares and follows up on repair orders; submits requisitions for necessary tools, equipment, and supplies.
- Implements changes in the system's operation strategies, accommodates fluctuation in usage, and adjusts selected reservoirs and pumping stations; analyzes and orders water flows from the Metropolitan Water District (MWD); operates and monitors water flow in the distribution system and reports flow changes to MWD personnel at appropriate control rooms in accordance with their operating parameters; keeps records of all water orders; recommends and implements energy-saving schemes by prioritizing pumps.
- Evaluates distribution system components and facilities to ensure efficient functioning; minimizes interruptions to the distribution; ensures the timely completion of preventive maintenance activities with no or minimal service interruption; notifies field personnel in the operations of distribution systems.
- Performs adjustments to reservoir and pump settings; interprets screens, gauges, meters, charts, and graphs, and operates pumps, valves, electric motors, and related equipment to regulate flows; controls and monitors systems and maintains flow using booster pumps to control water levels in reservoirs and at other critical points throughout the system.
- Troubleshoots, diagnoses, and corrects control system malfunctions by resetting relays and adjusting other controls and components; monitors water quality parameters throughout the system; monitors and coordinates checking of chemical alarms and feed system for leaks; reports equipment, machinery, and facilities failures to the proper personnel.
- Prepares daily water production and weekly reclaimed-water production reports; prepares daily and monthly reports for inclusion in the "Discharge Monitoring Report", or other relevant reports, and ensures compliance with appropriate uses of reclaimed water.
- Reports and monitors blending of different sources of reclaimed water; prepares various production and system status reports including spreadsheet data; prepares trend plots of various system parameters and District's water demand and supply reports that supply data for the District's Dashboard projects daily; updates written manuals and instructions.

- Implements District's goal of water supply source and energy-efficient operation; ensures compliance with production restrictions specified by agreements; ensures adequate and appropriate water quality and that reclaimed water is available and delivered and ensures maintenance and updating of District-wide operational plans; manages Energy Management Software (Derceto) to operate the District's Potable Systems.
- Responds by telephone and radio to inquiries and complaints from customers and others regarding water quality, water pressure, loss of service, delinquent bills, and related matters.
- Trains and assists other personnel in the operation of the SCADA system; provides recommendation to SCADA staff for program development.
- May fill in for the Water Operations Supervisor in that person's absence.
- Collaborates with internal departments and external agencies to provide operational information and/or to minimize service disruptions; coordinates emergency-response activities.
- Conducts control room tours, explaining system operations to visitors.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Positions at the Systems Control Operator I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Principles, methods, and techniques for operating computers, SCADA screens, and systems applications.
- Operational characteristics of pumps, valves, electric motors, diesel and natural gas engines, and electronic, computerized, and manual control systems.
- Principles and practices of water and sewer system operation and maintenance; functions and servicing requirements of the equipment used in a potable water distribution system.
- Principles, methods, practices, and techniques utilized in chemical, bacteriological, and biological analyses.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- Trends, approaches, and problem-solving techniques used in waterworks engineering, operations analysis, and regulatory compliance.
- Methods and techniques of generating system reports.

- District emergency-response measures and protocols in assigned areas of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Operate a variety of pumping, treatment, and control equipment and machinery.
- Accurately read and interpret meters, gauges, valve books, blueprints, and schematic drawings.
- Troubleshoot, diagnose, and resolve control system malfunctions.
- Implement changes in the system's operating strategies based on changing conditions and established guidelines and procedures.
- Utilize SCADA technology in multiple operational areas.
- Prepare a variety of system operational reports.
- Perform mathematic calculations, including metrics.
- Create graphs, tables, and other visual aids to illustrate technical studies or assist in project presentations.
- Provide analytical and data support for development of potable water and recycled-water storage and pumping projects.
- Prepare records and reports of work performed.
- Plan, organize, and conduct research and analyses regarding policies, program, and project proposals; identify weaknesses or shortfalls; formulate recommendations for improvements; prepare analytical reports, commentaries, and correspondence.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English, grammar, and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Systems Control Operator I: Six (6) months of technical experience in a utility distribution system or treatment facility or construction/maintenance program.
- Systems Control Operator II: Two (2) years of technical experience in a utility distribution system or treatment facility or construction/maintenance program, or one (1) year as a Systems Control Operator I in the District.
- Systems Control Operator III: Three (3) years of technical experience in a utility distribution system or treatment facility or construction/maintenance program, or one (1) year as a Systems Control Operator II in the District.

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in water distribution or treatment.

Licenses/Certifications:

- Systems Control Operator I/II/III: A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
- Systems Control Operator I/II/III: A State of California Water Treatment Operator Certificate, Grade II.
- Systems Control Operator I: A State of California Water Distribution System Operator Certificate, Grade II.
- Systems Control Operator II: A State of California Water Distribution System Operator Certificate, Grade III.
- Systems Control Operator III: A State of California Water Distribution System Operator Certificate, Grade IV.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, a computer screen, and to operate a motor vehicle and visit various District sites; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and primate representatives in interpreting and enforcing departmental policies and procedures.

FLEX REQUIREMENTS

Positions in the Systems Control Operator I/II/III class series are flexibly staffed; positions at the Systems Control Operator II level are normally filled by advancement from the Systems Control Operator I level; positions at the Systems Control Operator III level are normally filled by advancement from the Systems Control Operator II level; progression to the Systems Control Operator II and III levels are dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Systems Control Operator II or III level.

Eastern Municipal Water District
Job Title: Systems Control Operator I/II/III
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Systems Control Operator I/II/III. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____