



JULY 2018
FLSA: NON-EXEMPT

CONTROL CENTER OPERATOR

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under direct or general supervision or direction, monitors the District's wastewater treatment system and equipment; informs plant operations of process alarms; coordinates communications among operations staff, other District staff, other public agencies, vendors, and the public; enters and maintains data in various logs and computer systems; generates reports; and performs general office duties such as ordering plant chemicals and supplies, filing, and answering phones.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision or direction from assigned supervisory and/or managerial staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This classification is a stand-alone class and not part of a job series. This class involves clerical and technical support for wastewater treatment system processes, data gathering and recordkeeping. In addition, incumbents perform a wide variety of specialized clerical support work for related supervisory staff. Responsibilities include performing specialized technical and office support duties to ensure efficient service provision and supplementing plant operations staff with an overall process view and monitoring of offsite processes. This class is distinguished from other general office support classes in that the nature, scope, and diversity of responsibilities originating at this level requires an understanding of technical plant operations and the capability to provide day-to-day coordination of data-gathering/information in support of specific systems and programs.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Monitors plant SCADA system to track plant functions such as flow rates, levels, or pH conductivity, gas pressure, digester levels and other equipment operation; observes plant monitoring computer system, charts, meters, gates, alarm systems, main gate entrance, and radios; responds to unusual activity by contacting operations staff.
- Monitors various process-related offsite operations, including pump station and collections system activity and dam releases; monitors external websites as needed for information and critical reading levels; determines and confers with shift supervisor when action is needed.
- Ensures established safety precautions are adhered to, corrects unsafe work conditions / practices, and/or reports unsafe work conditions / practices to assigned supervisory or managerial staff.
- Serves as the central communications contact during emergencies and natural disasters; facilitates communication with emergency services, other agencies, the public, and internally for OCSD;

receives, prioritizes, processes, and relays information; determines and makes appropriate notifications.

- Coordinates spill response; determines whether a spill belongs to OCSD based on location and information available; determines and dispatches appropriate District staff to respond; submits related reports and makes notifications.
- Documents and participates in the reporting and debrief of compliance-related events, such as spills and releases, in OCSD's service area and facilities; provides feedback for potential improvements; provides data and process information for compliance audits as needed.
- Documents and maintains standard operating procedures and checklists for control center processes; creates and maintains a reference binder for related processes.
- Provides training to plant operations staff on procedures related to control center processes, including daily procedures and emergency response, to ensure duties are covered at all times on all shifts.
- Monitors and documents staffing levels for plant operations shifts on an ongoing basis; determines if shift staffing meets requirements for upcoming shifts/ dates; prepares recommendations for shift coverage and discusses with supervisors; prepares weekly standby lists for call-ins; makes phone calls for standby and overtime needs.
- Reviews daily reports and logs submitted by plant operations staff and follows up with feedback and questions for staff where needed.
- Enters data gathered by operators or generated in the control center into computer system such as 24-hour readings, laboratory test sheets, daily activity log sheets, work orders, chemical delivery data, training forms, equipment status, and timekeeping records; generates graphs and reports such as "Monthly Summary of Operations," chemical inventory records, and lab reports for review by Operations Supervisor; responds to requests for data and records: maintains knowledge of policies and procedures regarding what data and records are to be kept, for
- Coordinates plant communication with District staff by telephone, radio, and paging system; responds to requests of District staff and the general public, including spills, odor complaints, manhole problems, and emergency calls to local fire and police; greets visitors to the Control Center and directs to appropriate facility.
- Completes paperwork and logs by calculating totals, averages, and differences of instrument readings and logging into control log sheet; logs all daily activities into control center log book; prepares orders for chemicals and supplies; completes radio log; initiates work orders to repair equipment and telemetry.
- Creates plant and pump station graphs as requested by operations and other departments using the SCADA system.
- Monitors ISO, SCE, and weather sites/graphs via Internet for upcoming storm watch conditions; publishes the information and informs supervisor or appropriate staff if necessary.
- Performs routine tasks such as filing, faxing, typing, and keeping work area clean.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, maintenance management systems, SCADA systems and databases.
- Principles and procedures of record keeping, filing and records retention.
- Principles and practices used in establishing and maintaining files and information retrieval systems.
- Principles of report preparation, including data gathering.
- Methods and techniques of public relations.
- FCC regulations on the use of radio equipment.
- Effects of changing weather conditions on processes.
- Mathematical principles and calculations.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- English usage, grammar, spelling, vocabulary and punctuation.
- Principles and practices of customer service and techniques for effectively communicating with the public, vendors, contractors, and District staff.

Ability to:

- Monitor plant operations through a SCADA System, pump station activity, trunklines, and other related systems.
- Use the base radio and understand FCC guidelines.
- Use the Internet; read technical data and interpret trends related to plant operations processes.
- Type at a speed necessary for successful job performance.
- Compile data, maintain records and files, and participate in the preparation of clear and concise reports.
- Complete multiple tasks, with frequent interruptions (phones, data entry, radio, etc.) and prioritize to the needs of the District.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Create and maintain standard operating procedures documentation.
- Complete and pass the required OCSD issued testing modules pertaining to the control center.
- Implement and maintain standard filing systems.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Maintain accurate logs, records and basic written records of work performed.
- Understand and follow oral and written instructions.
- Apply and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Make sound decisions within established policy and procedural guidelines.
- Utilize a computer, relevant software applications and other equipment.
- Perform mathematical calculations sufficient to calculate totals, averages, and differences of instrument readings.
- Work independently in the absence of supervision.
- Work cooperatively with plant operations staff, management, contractors, the public, and other agencies.
- Work extended hours, including nights, weekends and holidays when necessary.
- Adhere to safe work practices and procedures in the workplace.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Provide excellent customer service in daily interactions with internal and external customers.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. High school diploma or G.E.D.; AND
2. One (1) year of work experience in office support, clerical or administrative work.

Licenses and/or Certifications:

- None.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation

District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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, typewriter 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 weighing up to 10 pounds.

ENVIRONMENTAL ELEMENTS

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 private representatives in interpreting and enforcing departmental policies and procedures.