

**MAJOR FUNCTION**

This is skilled work responsible for the remote monitoring, operation and control, security and reliability of the City's water supply and distribution, wastewater collection and transmission, stormwater treatment and natural gas systems through the use of a supervisory control and data acquisition (SCADA) system to ensure availability of services and compliance with State and local rules and policies. Operators in this position receive inquiries through direct customer contact, generate work orders in response to inquiries and operational situations, make necessary operational adjustments, and distribute or direct work orders to appropriate staff within UU&PI and other departments. Operators are required to have a thorough understanding of State water regulations and frequently make critical decisions that could potentially impact the health, safety and welfare of our customers and community. Operators are required to work in emergency situations, when they occur.. Work is performed under the general supervision of the Chief Underground Utilities System Control Specialist.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Uses SCADA to continuously monitor and control critical utility infrastructure for the City including: water production, storage and distribution facilities; wastewater collection and transmission facilities; stormwater treatment facilities and natural gas distribution and regulating facilities. Properly analyzes data and responds to events and alarm conditions as they occur. Uses SCADA to monitor and control water system pressure and chlorine (disinfectant) residual for compliance with Florida Department of Environmental Protection regulations, identify potential security threats and isolate system components to protect public health and safety when compliance or security concerns are discovered. Coordinates with UU&PI operations staff to maintain adequate supply and pressure for the potable water system, including wells, elevated storage tanks and distribution network, to meet the customer demand and fire flow requirements for the City of Tallahassee. Receives direct and indirect customer inquiries regarding water leaks, water quality complaints, sewer problems and gas odor complaints. Creates work orders to record and relay inquires and ensures the appropriate City staff is promptly notified and dispatched to investigate and resolve routine and emergency issues. Escalates priority concerns to supervisor, as appropriate. Uses phone, radio and email systems to communicate with field staff, distribute or collect information for routine and emergency work involving water, wastewater, stormwater, natural gas utility issues. Uses GIS and other software systems to delineate utility service interruptions and to provide notification and cautionary/mandatory public health and safety notices to City utility customers. Provides enhanced staffing and support during emergency events (such as severe weather, disaster preparation and recovery, utility system failure, etc.) to ensure continuity of utility operations. Enhanced support activities may include monitoring standby generator run-times and fuel consumption, scheduling refueling, tracking and reporting utility restoration or similar activities not usually associated with normal daily operations. Performs related work as required.

**Other Important Duties**

Completes special work assignments, as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of and familiarity with all operating phases of a municipal water system, wastewater collection, treatment and disposal, and natural gas distribution system as they relate to daily problems of system dispatching. Applicant must have the ability to analyze data, make independent decisions, exercise good judgment, and maintain good public relations. Ability to operate equipment including SCADA system, radio and telephone communications system and generator.

Skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and five years of experience in the operations of a municipal water system, natural gas system, wastewater treatment system or stormwater treatment system. An Associate's degree or equivalent college-level course work in related field of study may substitute for one year of work experience. A bachelor's degree in engineering, engineering technology, environmental science, public health, or related field of study may substitute for two years of work experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Must possess and maintain a Class C or higher Water Treatment Operator License, as currently outlined in Florida Administrative Code 62.602-300 "Qualifications for Operator Licensure" or must obtain a Class C Water Treatment Operator License within 18 months from the date of employment, as a condition of continued employment in the job class.

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