Position Description
Dispatch & System Operations Controller

Department: Utility Operations          Classification: Hourly
Section/Group: UAW Local 867                      Grade:
Date: February 2016
Reports to (Title): Utility Operations Supervisor
Directly Supervises (Titles):

General Purpose
Under the general supervision of the Utility Operations Supervisor, performs a variety of skilled tasks associated with monitoring and controlling Austin Utilities systems and equipment. Additionally, employee will be tasked with managing Austin Utilities outage management process on a 24 x 7 basis, which includes receiving customer calls and responding appropriately through the dispatch of Austin Utilities staff.

Essential Duties and Responsibilities

Operate all utility systems and equipment safely, within design parameters, and in accordance with environmental regulations.

Take all required readings in the control room.

Monitor and control SCADA for the water, gas and electric distribution systems

Takes customer calls, responds to emergency situations and dispatches crews to include law enforcement, fire and paramedics as appropriate.

Monitors and activates load management system. Notifies proper personnel during Peak Alerts, EMP Alerts, and Emergency Alerts from SMMPA. Remotely start and operate generators at various utility locations.

Monitors system electrical demand on a daily basis and responds accordingly, which may include coordination with SMMPA, Austin Utilities Market Participant, and MISO to schedule delivery of power above CROD to meet requirements.

Monitors system security and responds to events accordingly.

Monitors system natural gas demand on a daily basis and responds accordingly, which may include coordination with Austin Utilities Natural Gas Marketing Agent to nominate and schedule delivery of natural gas.

Maintain the cleanliness of the control room.
Keep record of significant events related to system operations.

Answers and forwards incoming phone calls.

Report system malfunctions to the supervisor.

Demonstrates the ability to adopt to change in procedures and workload and able to maintain composure when confronted with stressful situations.

Follows established departmental policies and procedures.

Maintains good attendance and punctuality.

Listens and communicates in an alert, respectful and supportive manner with customers, co-workers, supervisors and other departments.

Works appropriately with persons of varied races, ages and ethnical and sociological backgrounds.

Maintains a clean and safe work environment and recognizes unsafe working conditions.

Utilizes proper body mechanics and maintains ergonomically correct position in work area.

Maintains skills and knowledge in the proper and safe techniques for performing job functions.

Performs other duties as assigned by department supervisor/director.

The duties listed above 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 the position.

Peripheral Duties
May serve on various employee committees.

Minimum Qualifications

Education and Experience:
A) High school diploma or GED;
B) Valid Minnesota Driver’s License; and
C) Two (2) years’ experience in utility infrastructure SCADA monitoring and control.
D) Completion of Austin Utilities Dispatch & Systems Operations Controller Apprenticeship Program required if minimum qualifications are not met.

Necessary Knowledge, Skills and Abilities:
A) Thorough knowledge of all utility systems and associated O&M procedures including, but not limited to electrical, gas and water distribution systems.
B) Ability to read, interpret, and communicate utility system drawings and blueprints.
C) Knowledge and skills with standard PC applications including, but not limited to MS Office products.
D) Knowledge and skills to effectively utilize the Customer Information System, Outage Management System, and Supervisory Control and Data Acquisition System.
E) Ability to be professional, courteous and knowledgeable when corresponding with Austin utilities customers on a daily basis.

F) Ability to work independently and to complete daily activities according to work schedule; Ability to communicate orally and in writing; Ability to use equipment and tools properly and safely; Ability to understand and follow written and oral instructions; Ability to establish effective working relationships.

Special Requirements:
A) Successfully complete any other required training and demonstrate proficiency.
B) Submit to DOT required pre-employment, random and post-accident drug testing, as required under the Department of Transportation and Office of Pipeline Safety.
C) Successfully complete all modules for the covered task required for this position under Austin Utilities' Natural Gas Operator Qualifications Manual.

Desired Qualifications
Technical college degree in electronics, mechanics, building maintenance, or other related field. Experience monitoring and operating electrical, natural gas, and water distribution systems.

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

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to finger, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; talk and hear.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing these duties the employee is required to sit for extended periods of time in a controlled environment. The employee will be required to take breaks and meal times in the control room with minimal, if any, opportunity to leave their work area during scheduled work hours.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.