



## POSITION DESCRIPTION

### RELIEF DISPATCH & SYSTEM OPERATIONS CONTROLLER

- Maintain the cleanliness of the control room.
- Keep record of significant events related to system operations.
- Answers and forwards incoming phone calls.
- Completes public notifications and responds to customers through social media outlets
- 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.
- Recommends changes, where needed, to improve performance of existing functional areas and/or accomplish additional functions.
- Maintains skills and knowledge in the proper and safe techniques for performing job functions.
- Maintains skills and knowledge in proper techniques for performing job functions.
- Maintains a clean and safe work environment and recognizes unsafe working conditions. Ensures the proper safety practices, job briefings, and safety attitude at work. Utilizes proper body mechanics and maintains ergonomically correct position in performing duties.
- Assumes personal responsibility for professional development and ongoing education to maintain license, certification, and proficiency as required. Communicates self-development and learning needs to supervisor.
- Performs other duties as assigned by department supervisor/director.

#### Peripheral Duties

- Provides assistance and relief for Facilities Maintenance Technician, duties may include, but are not limited to: maintaining and controlling building mechanical equipment for the various building systems; performing semi-skilled trade work – carpentry, plumbing, floor covering, etc.; mowing and snow removal; and performs cleaning functions as assigned.
- Serves as a member of various organizational committees and attends meetings.

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

[This position may encounter non-public data in the course of these duties. Any access to non-public data should be strictly limited to accessing the data that are necessary to perform the duties. While data is being accessed, this position should take reasonable measures to ensure the non-public data is not accessed by individuals without a work reason. Once the work reason to access the data is reasonably finished, this position must properly store the non-public data.]

#### MINIMUM QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the formal education, experience and training required.



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#### Education

- High school diploma or GED; and
- Must possess a valid Minnesota Class D Driver's License, with an acceptable driving record; and

#### Experience:

- Two (2) years' experience in utility infrastructure; SCADA monitoring and control; dispatching service; facility or building maintenance, or equivalent; and
- Completion of Austin Utilities Dispatch & Systems Operations Controller Apprenticeship Program.

#### Special Requirements:

- Ability to obtain and maintain unlicensed electrician certification from the State of Minnesota.
- Successfully complete any required training and demonstrate proficiency.
- Submit to DOT required pre-employment, random, and post-accident drug and/or alcohol testing as required under the Department of Transportation and Office of Pipeline Safety.
- Successfully complete all modules for the covered task required for this position under Austin Utilities' Natural Gas Operator Qualifications Manual.

#### Knowledge of:

- Thorough knowledge of all utility systems and associated O&M procedures including, but not limited to electrical, gas and water distribution systems.
- Knowledge and skills to effectively utilize the Customer Information System, Outage Management System, Supervisory Control and Data Acquisition System, and Building Automation System.

#### Ability to:

- Ability to work independently and to complete daily activities according to work schedule.
- Ability to effectively communicate orally and in writing and understand and follow written and oral instructions.
- Ability to listen and communicate in an alert, positive, respectful and supportive manner with customers, co-workers, supervisors and other departments and establish and maintain cooperative work relationships with those contacted in the course of work.
- Ability to utilize computer databases, software, computers and mobile technology in the performance of a wide variety of tasks; carry out work assignments as instructed; communicate effectively orally and in writing in the preparation of reports and presentations.
- Ability to read, interpret, and communicate utility system drawings and blueprints.

#### COMPLEXITY

1. The overall complexity of this position is moderately high. While performing the normal duties of this job, there are related steps, processes, and methods that require this position to recognize clear differences in a variety of situations.

#### RESPONSIBILITY

##### Supervision

General supervision is provided while performing the normal duties of this job.

This position exhibits no formal supervisory responsibilities but may coordinate work with other individuals as a team member.



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### Impact

While performing the normal duties of this job, this position's work product or services affect the accuracy, reliability, or acceptability of further processes or services.

### **REQUIRED PHYSICAL ABILITIES AND WORK CONDITIONS**

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

### **Physical Abilities**

While performing the duties of this job, the employee is regularly required to reach with hands and arms.

The employee frequently is required to talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit, stand, walk, and climb or balance; stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

### **Work Conditions**

*While performing these duties the employee is required to sit or stand for extended periods of time in a controlled environment. The employee will be required to take breaks and mealtimes in the control room with minimal, if any, opportunity to leave their work area during scheduled work hours.*

While providing assistance or relief for the Facilities Maintenance Technician, the employee occasionally works near moving mechanical parts. The employee occasionally works in high, precarious places and is occasionally exposed to wet and/or humid conditions, high pressures and temperatures, fumes or airborne particles, and toxic chemicals. The employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is extremely noisy.

Perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a base-by-case basis.

The above statements are intended to describe the general nature and level of work being performed by individuals employed in this job. They are not intended to be an exhaustive list of all duties and qualifications required of personnel in this job. The employer may and reserves its right to change the job description and establish, modify or eliminate job duties and responsibilities and jobs at its discretion with or without notice.



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**RELIEF DISPATCH & SYSTEM OPERATIONS CONTROLLER**

**REVIEW/APPROVALS**

I acknowledge reviewing this job description:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

I acknowledge reviewing and approving this job description:

  
\_\_\_\_\_  
Department Head

7/9/2020  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
General Manager

7/9/2020  
\_\_\_\_\_  
Date