



City of Phoenix

WATER SYSTEMS OPERATOR*LEAD

JOB CODE 50791

Effective Date: Rev. 08/18

DISTINGUISHING FEATURES OF THE LEAD ASSIGNMENT:

The fundamental reason this Lead Assignment exists is to assist in directing the work of other employees and making determinations for water/wastewater operations through system monitoring and contact from other municipalities, responding to emergency process failures, calling employees in from standby, and taking the appropriate actions in response to various alarms within the system. This lead work is in addition to the regular duties as described in the base classification job description.

While the duties of Lead positions can vary by department and work group, some examples of Lead responsibilities include:

- Monitors various servers that control water and wastewater operating systems for routine and cyber based intrusions or interruptions.
- Calls in standby or other staff as needed in response to the emergency to ensure appropriate and timely response.
- Makes determinations for systems by evaluating issues and providing direction to water and wastewater operators.
- Handling the more complex and technical problems and customer inquiries in the work unit including water/wastewater system determinations to prevent service interruptions.
- Training new and current employees.
- Assigning, reviewing, and approving work.
- Supervising a work unit whenever the regular supervisor is absent.
- Completing various activity statistical reports, budget monitoring, and/or other special projects.
- Ensuring that department management and system operators are informed of critical issues or other emergencies.
- Providing input on employee performance evaluations and disciplinary actions.
- Handling the day-to-day scheduling of employee breaks, work periods, and coverage of work stations or public counters.
- Ensures work is performed in compliance with section/division/department standards and established deadlines.
- Depending on staff assignment may perform other duties and tasks.



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DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform daily monitoring and control of staffed and non-staffed water works facilities through the operation of the Water Distribution Division's central computer system called Supervisory Control and Data Acquisition (SCADA). Incumbents routinely interact with water treatment plant and remote water facilities supervisors regarding current water demands, and determine daily plant and well production, as well as pumping and/or transmission requirements. Incumbents monitor City-wide water usage and communicate production and pumping needs among the City's surface water treatment plants and remote water facilities. Incumbents are also responsible for maintaining operational set points and alarm levels, as directed by a Water Facilities Supervisor. Work assignments are made by a Water Facilities Supervisor, through written or oral instructions. Work is reviewed for results in meeting the operating requirements of the system and through the evaluation of efficient and effective response to emergency situations.

ESSENTIAL FUNCTIONS:

- Receives and interprets real-time water system data for maintaining water service delivery and historical trending;
- Orders and adjusts water treatment plant production rates in response to daily water demands;
- Orders via telephone or fax raw water for treatment plants;
- Makes SRP and CAP weekly water order forecasts and water orders via direct computer modem hookup;
- Turns wells on and off remotely;
- Adjusts flow control valves remotely;
- Responds to short-term emergency water supply situations;
- Makes decisions regarding treatment plant productions based on short-term strategies as conveyed by the Superintendent;
- Maintains SCADA set points for computer controlled wells, booster pumps, pressure control valves, storage tanks, and reservoirs;
- Controls total water storage levels and pumping and plant production rates, in accordance with operational strategies developed by senior Water Services Department management;
- Works with Instrumentation and Control Technicians and Operations & Maintenance Technicians in troubleshooting equipment failures and water system operation difficulties;
- Notifies facility supervisors of equipment malfunctions;
- Monitors chemical usages at remote (non-manned) facilities;
- Monitoring all Fire, Life, Safety, Chemical, Hi Lo, and intrusion alarms across the entire potable water system on a continuous basis.



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- Updates ground water production data base;
- Inputs data to other water system databases not integrated with SCADA;
- Initiates computer generated reports for management;
- Documents daily water deliveries;
- Diagnoses and identifies SCADA system malfunctions;
- Communicates with other cities or governmental agencies regarding daily water orders and delivery schedules;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- City of Phoenix water distribution systems.
- Computer applications with remote machinery or facility operations.
- Mechanical procedures for activating or controlling a well, booster station, pressure reducing valve, reservoir, and storage tank operations.

Ability to:

- Distinguish between the full range of colors in the color spectrum to work with alarm signal lights.
- Operate keyboard devices such as calculators, PC, and CRT.
- Determine the nature and urgency of a problem.
- Establish priorities for own workload based upon such factors as need for immediate action, work objectives, and schedules.
- Establish and maintain effective communications among superiors, subordinates, other departmental water operation personnel, and outside utility agencies.
- Learn job-related material primarily through oral instruction and observation to effectively perform job duties. This learning takes place mainly in an on-the-job training setting.
- Understand and follow oral and written instructions in the English language.
- Communicate orally with other City employees and outside agencies using a telephone, in face-to-face, one-to-one and group settings in the English language.
- Make decisions in accordance with the rules, regulations, and ordinances, pertaining to assigned organizational unit.
- Work under pressure (i.e., handling significant problems and tasks which come up simultaneously and/or unexpectedly and approaching deadlines).



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- Read, comprehend, and interpret written material in the English language.
- Comprehend and analyze spreadsheet reports.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Must possess a Grade III Arizona Department of Environmental Quality Water Distribution Certification at time of hire, and obtain a Grade IV Water Distribution System Operator certification by the end of the probationary period.
- Working irregular hours, shifts, weekends, holidays and evenings will be required.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of experience in the operation of a large public water system (serving 50,000 persons or more) including experience with multiple pressure zones, pumping stations, large water storage reservoirs, transmission mains, well operation, elevated water tanks, metering stations, remote chlorination equipment, large diameter control valves, and personal computers. Other combinations of experience and education that meet the minimum requirements may be substituted.