



**BOARD OF PUBLIC
JOB ANALYSIS SCHEDULE
SCADA OPERATOR SWING SHIFT - SCADA DEPARTMENT – UTILITY SYSTEM**

Non-Exempt – Safety Sensitive

Monday & Tuesday – 4P.M. Midnight, Wednesday & Thursday Off, Friday & Saturday – Midnight – 8A.M., Sunday- 8 A.M. – 4 P.M.

WORK PERFORMED:

Under the direct supervision of the SCADA Department Supervisor, and Senior Operator. The Operator's primary functions will be assisting in the daily operation and maintenance of the Hannibal Board of Public Works (HBPW) Supervisory Control and Data Acquisition (**SCADA**) System, and Communications/Dispatching.

It is noted that the responsibilities defined below are included but are not limited to those items.

- Responsibilities include under the **SCADA** system include daily monitoring of the SCADA information system, follow a pre-defined procedure should a system operation occur, periodically performing scheduled system switching, and assembling report information as requested.
- Responsibilities concerning **DISPATCHING**, include Base station radio communication and dispatching, trouble phone call communication and follow-through processing, keeping log documentation of all communication activities during shift duration. Boil order notifications and associated documentation, Dig rite notifications, communication and reporting.
- Responsibilities specific to the Operator include May perform computer system changes and/or maintenance of hardware and software. Processing and updating of work order system, and related functions. May perform computer related, business office system functions. Shift will be a standard shift; however, management may temporarily assign employees to other shifts should the need arise. Employee may also be required to work rotating or non-standard shifts. May be called upon to work during extreme emergency conditions if necessary.
- Learn and become proficient in the use of the internal NISC Customer Information System including the creation of crew related service orders, fulfilling customer inquiries related to their account/status, use of Contact Tracking to denote customer interactions, and verification of meter status.

QUALIFICATIONS:

- Previous experience and knowledge with public utility work is preferred.
- Previous experience with computerized systems and reasonable typing skills is preferred.
- Previous experience using SCADA system or comparable training is preferred.
- Individual must possess excellent oral and written communication skills.
- Must be able to maintain composure under stressful conditions.
- Must possess the ability to professionally interact with other employees and the general public. Individual must be self-motivated, possessing drive, enthusiasm, and be detail oriented.
- The ability to improve skills, talents, and knowledge of SCADA System operations shall be expected with time and experience.
- Must have successfully completed initial training and introductory period.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

- Responsible for completing all job duties and other assigned tasks efficiently, timely, safely, properly and correctly.
- Must be able to perform all physical job functions.
- Possess a valid driver's license should a request be made to operate HBPW vehicles.
- Able to perform minimal manual labor tasks such as moving boxes, office furniture, and/or computer system equipment.
- Able to reliably report to work on time.
- Able to report on short notice during emergencies and able to work extended shifts during manpower shortages.
- Is responsible for personal and job area safety, must understand and follow safety regulations and policies of the HBPW, which includes the company safety manual procedures and information, as well as specific departmental policy and items instructed by the supervisor. Attendance at safety meetings may be required, as well as the immediate reporting of accidents, incidents, violations, improper acts and defective equipment. All work shall be performed safely, with equal emphasis on the safety of the employee, other fellow workers, and that of the general public.
- Employee will not proceed with any assigned work function if unsure of correct procedure.
- Conduct shall comply with standard operating procedures, verbal instructions, working rules, personnel policies, and other applicable standards.

- While on duty, the interaction with the general public and other workers shall be courteous, and a positive attitude shall be displayed.
- Annual employee evaluations shall be performed, and any unsatisfactory aspects of the evaluation shall be corrected by the next evaluation.
- Must be able to follow oral and written instructions, be able to accurately and neatly complete operating records/event log sheets. Must be able to make responsible decisions regarding emergency trouble call episodes, process recovery/correction procedures and notifications. Any and all potential violations of procedures are to be immediately reported to the Supervisor.
- Must be able to effectively communicate, orally and in writing, must be able to relate responsibly and respectfully with other employees, and work alone without supervision. Individual must be self-motivated and reliable. When required, Operator shall assist in, and be a willing participant in, the training and orientation of other Operators.
- Is responsible for assisting in the continued and efficient function of HBPW equipment.
- Is responsible for safe use of equipment, for the safety of other personnel in close proximity to work being performed.
- Is responsible for cleanliness and neatness of work areas.
- Is responsible for completeness and efficiency of work performed.
- Must be flexible and adaptable to changes and/or improvements in equipment, software and operational procedures.
- Must be alert to malfunctions of equipment or other conditions detrimental to safe and efficient operation.
- Must have sufficient initiative and judgment to properly respond to emergency situations.

SAFETY RESPONSIBILITIES:

The Operator is required to comply with all safety regulations of the HBPW. The Operator is a Safety sensitive position, performing safety sensitive functions that directly affecting the safety and wellbeing of field workers and the public. All positions must comply with the HBPW Drug Free Workplace policy.

PHYSICAL DEMANDS:

- The performance of the job requires the employee to walk, sit, talk, hear, use hands and fingers for job functions, ability to reach with hands and arms and the ability to focus. Employee shall be able to lift 25 lbs. The physical capabilities of the Operator are described in relation to those needed to successfully perform the essential job functions; however, reasonable accommodations shall be made to enable persons with disabilities to perform said functions. The position involves an office workplace, with hand-eye coordination needed to operate the various pieces of office equipment.
- Must be able to report to work promptly and fulfill job duties. Attendance records shall be good and free from excessive absences. Operator shall not be required to wear uniforms; however, appropriate non-tattered clean clothing is expected.

The duties listed above are intended only as illustrations of the various types of work that may be performed.

This 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.

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