



**POSITION DESCRIPTION**

JOB TITLE:	<b>CONTROL CENTER OPERATOR</b>	JOB CODE:		PAY GRADE:	SL
DEPARTMENT:	Irrigation, Operations & Maintenance	PAY STATUS:		Full-Time, Hourly	
REPORTS TO:	Control Center Supervisor	REGULAR/SEASONAL:		Regular	
APPROVED BY:	<i>Bentley &amp; John</i> , Human Resources Manager	DATE APPROVED:		7/10/2017	

**I. POSITION FUNCTION SUMMARY:**

This position was created to assist, control and monitor the Navajo Indian Irrigation Project (NIIP) water delivery system using a complex monitoring system to ensure an uninterrupted supply of water to NAPI.

**II. ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES:**

The following statements are essential functions of this position and not intended to be all-inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. NAPI reserves the right to revise or change the job duties and responsibilities as the need arises, based on business need, and this position description may be updated accordingly. This position description does not constitute a written or implied contract of employment.

General Duties & Responsibilities

1. Informs and coordinates with outside agencies as needed, such as: 911 emergency, law enforcement, for departments, oil & gas companies, NTUA, City of Farmington, WAPA, Jemez Electric, BOR, and Navajo Nation Fish & Wildlife.
2. Maintains reliability and makes critical decisions during unusual situations and emergencies.
3. Maintains daily documentations of events through an official operating logbook.
4. See DEPARTMENT JOB ASSIGNMENTS beginning on page 2.

Other

5. Works collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
6. Provides information, guidance and resources to diverse groups of customers, clients and others outside of the organization; treats them in a friendly manner with professionalism, helpfulness, respect, courtesy and consideration at all times regardless of circumstances.
7. Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis. Communications technology may, for certain tasks and under certain circumstances, enable an employee to effectively perform some of the work-related duties from home on a temporary basis.
8. Complies with all applicable environmental health and safety policies, procedures and work rules, giving maximum effort to performing job functions in a manner that protects the health and safety of the incumbent, co-workers, and the general public.
9. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

## **DEPARTMENT JOB ASSIGNMENTS**

*This Job Description is intended to be somewhat general in nature with respect to the job family, and as such it does not detail all duties of a particular job assignment. Additional duties, responsibilities, and accountabilities may be assigned to an incumbent in this position depending on the Department Job Assignment.*

### **Irrigation:**

1. Controls, monitors, and ensures a continuous delivery of the irrigation delivery system using a complex monitoring system.
2. Monitors and operates center pivots by programming and executing information, such as: starting, stopping, applying fertilizer applications, and water application rates, and other data required by NAPI.
3. Informs and coordinates with the designated field personnel on center pivot operations resulting from request changes, unusual events, and emergencies.
4. Records and maintains files or records of customer requests, work or services performed, charges, expenses, inventory, or other dispatch information.
5. Dispatches workers or equipment to appropriate locations, according to customer requests, specifications, or needs, using company two-way radio.
6. Relays work orders, messages, or information to or from work crews, supervisors, or field inspectors, using telephones or two-way radios.
7. Confers with customers or supervising personnel to address questions, problems, or requests for service or equipment.
8. Relays messages to personnel about traffic problems, such as construction areas, accidents, congestion, weather conditions, or other hazards.

### **Operations & Maintenance:**

1. Controls, monitors, and ensures a continuous delivery of the NIIP water delivery system using a complex SCADA system.
2. Coordinates daily irrigation water release from Navajo Dam and Cutter Dam, based on water ordered from the NAPI Crop Managers/Foreman.
3. Monitors water elevation, and check structure conditions in order to prevent damage to equipment and to ensure system reliability.
4. Informs and coordinates with the designated field personnel on center pivot operations resulting from request changes, unusual events, and emergencies.
5. Schedules maintenance on pumping plants, check structures and lateral systems.
6. Coordinates with O&M and NAPI on activities that affect the water delivery.
7. Cross-trains to learn the locations of pumping plants, canal systems, and lateral systems during irrigation season, and learn about the different alarms that are reset in the pumping plants and gate structures.
8. Cross-trains in other departments in O&M during non-irrigation season (approximately 3 months); Electrical, SCADA, Region I, Region II, Warehouse, and Administration.
9. Required throughout the non-irrigation season to work outdoors in any weather condition.

## **III. POSITION AUTHORITIES AND ACCOUNTABILITIES:**

### **General:**

Position has a moderate level of line responsibility and moderate-level authority to make independent decisions over an assigned department or function. A person in this position has a moderate level of responsibility for a key operation or function.

### **Results of Action:**

Decisions will have a high degree of impact on operations or services. Errors may result in significant disruption of operations or services or damage to operational activities. Errors in accuracy, judgment, tact or communication could result in a loss of productivity, and a significant loss of credibility and potential income for the organization. Failure to establish and monitor work schedules for the Department will result in an inability to meet deadlines and will delay the completion of records and other projects.

Budgetary & Financial Resources Accountability:

Position has low level of accountability for budgetary or financial decisions, and decisions will have a moderate degree impact on resource utilization within NAPI; responsible for a low level of impact on an operating budget for the Department;

Equipment/Material Management & Accountability:

Position has a moderate level of responsibility for equipment, material, or supplies; proper utilization is required plus accountability for first-echelon maintenance may be required; minimal authority and accountability for purchase within strict policy guidelines may be present.

Confidential and Sensitive Information:

- Incumbent has a moderate level of access to sensitive and proprietary company data, including but not limited to services, legal and financial data, and an essential job result is the maintenance of a high level of confidentiality of the information processed by the employee.
- Incumbent has a minimal level of access to personal and professional data regarding individual employees and their families, and to personal data regarding customers/clients/members and their families, and must comply with the Fair and Accurate Credit Transactions Act (FACTA) to keep that data secure and private.
- Incumbent has no access to health data of employees and their families, and to health data of customers/clients/members and their families, and must comply with the Health Insurance Portability and Accountability Act (HIPAA), to keep that data secure and private.

Independence of Action; Supervision Received:

The Control Center Operator works under general supervision of the Supervisor. Employee works along on routine work and checks with supervisor only when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

Supervision Exercised:

The Control Center Operator is responsible for own work, and has no supervisory authority or responsibility, although the Control Center Operator may have functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Supervisor.

**IV. POSITION QUALIFICATIONS AND REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

*Required:*

- High School Diploma (or GED or High School Equivalence).
- Some college course work in Computer applications, Industrial Technology or a relative field of study.
- At least two (2) years directly related work experience in operating irrigation systems, pumping plants, and accompanying equipment.

*Preferred:*

- Certificate in Irrigation Technician.

*Substitution:*

- Additional education or training may substitute for work experience requirement.

### Navajo Preference:

Navajo preference will be applied in accordance with the Navajo Preference in Employment Act (NPEA), it is Navajo Agricultural Products Industry's ("NAPI") goal and intention to strictly adhere to the NPEA in all employment practices and hire qualified Navajo Personnel for all positions. Tribal sovereignty support and Navajo preference initiatives are mandatory.

### Language Requirements:

#### *Required:*

Ability to read and write English in order to understand and interpret written procedures and technical manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from vendors, contractors, supervisors and co-workers.

#### *Preferred:*

Bi-lingual (English/Navajo)

### Shared Responsibilities:

As a requirement of their employment, all NAPI employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines, and work rules, and participate in trainings.
- Practice good stewardship of NAPI property and follow policy.
- Act in a professional manner at all times.
- Function from INTEGRITY, HONESTY, and LOYALTY in all activities concerning NAPI.
- Follow the current NAPI Strategic Plan initiatives.
- Maintain and support a team environment within the workgroup, and with other departments.
- Champion NAPI in the community.

### Core Competencies:

Performs the essential functions and elements of this position competently, demonstrating adequate progress throughout the course of the introductory period of employment and continuing throughout employment with NAPI. A variety of personal competencies need to be demonstrated by everyone at NAPI, and include but are not limited to:

- **Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes, honoring NAPI policies and all regulatory requirements.
- **Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer or client, rather than on self, department, or organization.
- **Communication:** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- **Collegiality:** Being helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.

- Initiative: Taking ownership of our work, doing what is needed without being asked, following through
- Efficiency and Continuous Improvement: Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things
- Coachability: Being receptive to feedback, willing to learn, embracing continuous improvement
- Safety: Comply with and actively support all workplace safety policies and practices.
- Team Player: able to work collaboratively with others in the organization, and to work well with diverse groups of people and gain and maintain respect of others, both inside and outside of NAPI.

#### Knowledge, Skills and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the essential functions of the position, but are not a comprehensive list:

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of principles and methods for describing the features of land, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Knowledge in Valley Camms and/or SCADA applications utilizing the user interface graphic displays.
- Skill in monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Skill in managing one's own time and the time of others.
- Skill in actively looking for ways to help people.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Skill in understanding the implications of new information for both current and future problem-solving and decision-making.
- Skill in entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Skill in compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Ability to read road, field, lateral, and canal maps.
- Ability to communicate information and ideas in speaking so others will understand.
- Ability to concentrate on a task over a period of time without being distracted.
- Ability to be honest and ethical, reliable, responsible, and dependable, and fulfilling obligations.
- Ability to be careful about detail and thorough in completing work tasks.
- Ability to accept criticism and dealing calmly and effectively with high stress situations.
- Ability to maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Ability to develop one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Ability to take on responsibilities and challenges, willingness to lead, take charge, and offer opinions and direction.
- Ability to be open to change (positive or negative) and to considerable variety in the workplace.
- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Ability to establish and maintain personally challenging achievement goals and exerting effort toward mastering tasks.
- Ability to analyze information and using logic to address work related issues and problems.

- Ability to thrive in a fast-paced and pressured environment and must be able to shift to other functions and priorities as needed.

Certification, Licenses and Registrations:

- Must have and maintain a current New Mexico, or Arizona driver's license, must have and maintain an NAPI-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.
- First Aid, CPR, and Defensive Driving Course.
- Center pivot telemetry software usage, SCADA User Interface graphic display applications, compiling and analyzing water flow rate, and volume usage.

Training Requirements:

- Must successfully complete all NAPI-required safety and other training
- Must successfully pass and maintain training certification in all state, NAPI, individual-specific, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.

Tools and Equipment Used:

- Standard office equipment, including desktop computer and standard MS-Office applications, including Maximo 6.
- Must be able to operate a company vehicle, Government Services Administration (GSA) vehicle and a two-way radio.

Other:

- In accordance with the conditional offer of employment, individual must pass drug screen, and all NAPI, and other required background investigations.
- Additional drug screening and background investigations may be required depending on the job assignment, or job transfer.
- Must read and acknowledge NAPI's Non-disclosure agreement.

**V. PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS**

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical and mental demands, and working conditions 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 of this position.

NAPI maintains a comprehensive, detailed assessment of the physical and mental demands, and working conditions for this position, which are also included in the incumbent's employment file.

Physical Effort and Demand:

- None to insignificant physical demand is required to perform the work; an employee in this position frequently sits at a desk or workstation.

Visual Acuity, Hearing, Speaking, Manual Dexterity:

- Must have visual acuity and manual dexterity to perform timely and accurate data entry;

Mental Demand:

- Effective performance requires continual thinking and attention to work/detail demanded by the

Knowledge, Skills and Abilities and essential functions of the job.

- Must be able to work non-standard work hours as required to fulfill job responsibilities, including weekends and on-call status.

Environment/Working Conditions:

- Little to no hazardous conditions exist in the work environment. The work environment is pleasant; only minimal negative physical factors exist.
- Occasional negative psychological factors exist in the work environment.

**Continued on the next page.**

**VI. EMPLOYEE ACCEPTANCE:**

By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description.

Employee – please initial each of these statements below to indicate your agreement, in addition to your signature at the bottom of this page:

_____	I acknowledge that I have been given access to a print and/or electronic copy of the <b>Employee Policies and Procedures Handbook</b> , and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
_____	I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
_____	I understand that neither the Board of Directors nor management of NAPI can guarantee my employment, and that NAPI can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of NAPI.
_____	I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. To meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by NAPI.
_____	I acknowledge that NAPI also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done to meet the business needs of NAPI.
_____	I also certify that I can perform the essential functions of this Job Description either with or without a reasonable accommodation.
_____	I further acknowledge that this Job Description does not constitute a written or implied contract of employment with NAPI.

**Accepted and Acknowledged by:**

\_\_\_\_\_ Employee Signature Date

\_\_\_\_\_ Print Employee's Name

**Witnessed by:**

\_\_\_\_\_ NAPI Representative Signature Date

\_\_\_\_\_ Print NAPI Representative's Name and Job Title