

TO: Personnel Board

FROM: Mike Lipski-HR Services Manager

DATE: January 30, 2018

SUBJECT: Waterworks Operator 2

At the request of the Water Utility General Manager, Tom Heikkinen and Water Supply Manager, Joe Demorett, I conducted a position study of the Waterworks Operator 2 (CG16-15) classification at the Water Utility. The request for this classification to be studied is due to the expansion of duties and responsibilities in the Operating/SCADA room over the past 5+ years. Upon reviewing the submitted position description and meeting with Mr. Demorett as well as the incumbents, I recommend the following for the reasons outlined in this memo:

- Delete the classification of Waterworks Operator 2 in CG16, R15, and recreate it in Range 17.
- Reallocate the incumbents (#1771-T. Arneson, #1781-M. Jabs, #1784-K. Jafferis, #1797 D. Lynch, #1800-K. Singh) to the new classification.

The Waterworks Operator 2 is part of the Water Supply Section at the Water Utility, under the supervision of Mr. Demorett. This work unit includes a Control Systems Programmer (CG18, R12), an Electronic Maintenance Technician (CG16, R17), the Waterworks Operator 2s, and a group of Waterworks Operator 1s/Waterworks Maintenance Workers (CG16, R12 and 9, respectively). The Supply Section is responsible for maintaining the City's water supply, transmission, and storage systems. In 2016, the Control Systems Programmer classification was created to reflect the increasingly technical nature of these systems within the Utility and the need for a professional to design and implement upgrades and new elements of the system. The instant study is also a reflection of the changes to these systems.

A review of the classification specification for the existing Waterworks Operator 2 describes work as:

...journey-level and leadership work functioning as the Madison Water Utility's certified operator-in-charge to monitor and control the water supply, transmission and storage systems through a supervisory control and data acquisition (SCADA) system to ensure proper, secure operation. The work is characterized by the application of technical judgment, the broader application of technical expertise and proficiency in the operational and procedural aspects of the work. Positions in this class are responsible for the safe and efficient operation and control of the City's water supply. Work is performed under the general supervision of the Water Supply Manager.

The Waterworks Operator 2 generally works in the Water Utility SCADA room, monitoring the water system through a series of computer programs. As problems with the system manifest themselves, the Waterworks Operator 2 will contact lower-level Waterworks Operator 1s/ Waterworks Maintenance Workers to address the issue, wherever it is located in the system. The Waterworks Operator 2 works a rotating 12 hour shift to ensure someone monitoring the system around the clock. The Waterworks Operator 1/ Waterworks Maintenance Worker provides field support for the system, fixing problems and adjusting equipment at the direction of the Operator 2. Originally, the series was created with the hopes that an Operator 1 would be interested in

promoting to an Operator 2 when vacancies occur. However, because the work of the Operator 2 is so different from an Operator 1 (field v. office; different shifts), the Operator 1s have not shown an interest in promoting.

As noted above, in 2016, a new classification of Control Systems Programmer was created as a result of the significant technical changes to the equipment used to monitor the water supply. These changes have also affected the work of the Operator 2s. The Utility has increased the number of monitors and controls at various sites throughout the City, which requires the Operator 2s to review and analyze more data points to ensure the system is functioning properly. For instance, Operator 2s now monitor for overflow, pH levels, filtration and back wash cycles, VOC filtration, iron and manganese levels, acid settings, and chemical weight monitoring (chlorine, fluosilicic acid, and sulfuric acid). Within the last 5 years, the pH levels, VOC filtration, acid settings, and sulfuric acid monitoring were added as data points, and within the last 10 years, the overflow, filtration and backwash cycles, iron and manganese levels, and chlorine/ fluosilicic acid monitoring were added. These additional data points add to the level of analysis required to determine if there are problems in the system. In fact, because of the new areas of analysis, the Waterworks Operator 2 will now be required to obtain additional DNR Certifications. Originally, the Operator 2 was required to be certified in Distribution and Groundwater. However, the Operator 2 will also get additional certifications in Iron Removal, VOC Removal, and Zeolite Softening. Also, while the Operator 2 class specification includes responsibility for operating security procedures, recently, the Utility added a number of computer programs which the Operator 2s monitor to ensure security at the various well sites. These programs monitor whether doors are open or closed (Long Watch), record video at the various sites (ExacqVision), record access card swipes (Continental Card Access 3000), and allow for manual remote control of doors (Key Scan Aurora). Finally, because the Operator 2s work around the clock, they have become a clearinghouse for telephone calls for many after-hours issues that not only affect Water, but also other City agencies (Parks, Streets, Traffic Engineering), and even outside jurisdictions such as Town of Madison, Town of Burke, Town of Blooming Grove, and the UW. This work has increased in recent years so much that the Engineering Division partially funds one of these positions due to the amount of phone calls and referrals that come through the Operator 2s.

The above changes in the position affect the largest area of responsibility in the Operator 2 position description (attached), which is 50% of the position. Because of this, it is appropriate to consider placing the Waterworks Operator 2 in a higher salary range. In reviewing the Supply section, there is the Electronic Maintenance Technician classification, which has responsibility for maintaining many of the sensors/equipment that the Operator 2 uses in performance of the aforementioned duties. While the Electronic Maintenance Technician does not perform analysis to the same degree as the Operator 2, the Electronic Maintenance Technician has a greater understanding of the underlying electrical and control systems that make the sensors and equipment function. The Electronic Maintenance Technician is in CG16, Range 17. In looking at the two positions, they both play important roles in monitoring the water system, and it is appropriate to classify them in the same salary range. As such, I recommend that the Waterworks Operator 2 be deleted in CG16, Range 15, and recreated in Range 17, with the related positions recreated in the new range and the incumbents reallocated to the new positions. The necessary resolution to implement this recommendation have been drafted.

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum +12% longevity
16/15	\$55,445	\$62,733	\$70,261
16/17	\$58,515	\$67,521	\$75,623

cc: Tom Heikkinen—Water Utility General Manger
Joe Demorett—Water Supply Manager
Greg Leifer—Employee and Labor Relations Manager