

MICHIGAN STATE CAPITOL COMMISSION

POSITION DESCRIPTION

This position description does not constitute a contract.

POSITION: Central Control Operator
AGENCY: Michigan State Capitol Facilities Operations
STATUS: Full-time or Part-time

GENERAL DESCRIPTION OF POSITION:

Employees in this job operate and monitor centralized, automated building environmental, life safety, and security control systems for the Capitol, Binsfeld, and House Office Buildings. Using knowledge of building operations and system controls, employee monitors graphic displays to control heating, air conditioning, ventilation, lighting, boilers, pumps, alarms, and other building control equipment. Maintains a variety of records and logs documenting system operations, building conditions, and corrective actions. Initiates appropriate emergency procedures as needed due to system failures or alarm conditions in accordance with standard operating procedures. May assist building trades and Capitol Facilities staff as needed.

EXAMPLES OF WORK:

- Monitors computerized equipment that controls environmental systems (heating, air conditioning, ventilation, etc.) for the Capitol, Binsfeld, and House Office Buildings.
- Monitors computerized equipment that controls life safety systems (fire, weather alerts, property) for the Capitol Building, Binsfeld Office Building, and House Office Building.
- Performs security camera observation for the Capitol Building and Legislative Service Bureau Print Shop.
- Responds to system alerts by analyzing data and determining the action needed to resolve situations, which may include making equipment adjustments, summoning maintenance personnel, or notifying management staff.
- Initiates appropriate emergency procedures and alerts personnel due to system failures or alarm conditions in accordance with standard operating procedures. Effectively communicates information to management and emergency personnel and provides on-site assistance.
- Maintains contact with maintenance personnel when conditions occur requiring on-site repair. Provides information regarding system conditions and problem location and assists in correcting the problem as needed.
- Maintains records and logs documenting building conditions and system operations, such as temperatures, control panel readings, problems, and corrective action steps.

- Communicates with various State personnel, State Police, security, facility management, maintenance staff, and building tenants.
- Assists Facilities Operations office staff, including checking in caterers and contractors, greeting and assisting office visitors, selling merchandise, and assisting at special events.
- Enters work orders and repair requests into TMA maintenance system.
- Periodically assists on assigned tasks with mechanical and trades staff.
- Maintains record of LCFA employee phone calls to report work absences and informs appropriate management staff.
- Assist in training new central control operators.
- Answers multi-line telephone. Routes calls, provides information, and follows through to assist callers. Maintains log of phone calls to report staff work absences.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of mechanical and electrical systems used for the maintenance and control of building operations.
- Knowledge of building control center policies and procedures.
- Knowledge of building emergency procedures with the ability to learn and carry out the prescribed procedures for Capitol Facilities Operations.
- Knowledge of building security functions, with the ability to learn and operate computerized security software program.
- Ability to learn the building maintenance operations of the State Capitol building, including HVAC, water, and electrical systems.
- Ability to identify and troubleshoot general building facility operations problems/issues.
- Ability to analyze and determine appropriate response to data presented in various charts and graphics displayed on equipment monitors.
- Ability to use and maintain a computer-operated console for central control operations.
- Ability to effectively interpret and transmit orders and instructions.

- Ability to communicate effectively with various State personnel, State Police, security, facility management, maintenance staff, and building tenants in person, on the telephone and via radio.
- Ability to use the standard operating and print functions of a computer and learn and use internal software programs, including employee self-service, email, timekeeping system, maintenance system, and programs for life and safety systems monitoring.
- Ability to complete work independently and accurately, with attention to detail.
- Ability to remain calm in an emergency and dispatch information effectively.
- Ability to demonstrate a keen faculty of observation skills.
- Ability to operate standard office equipment, such as a photocopier, facsimile machine, multi-line telephone, and hand-held walkie-talkies.
- Ability to perform basic mathematical calculations, have mechanical aptitude, and good writing skills.
- Ability to maintain favorable public relations and work cooperatively with management staff, other employees, contractors, and building tenants.
- Ability to learn and utilize CPR and first aid skills.
- Ability to maintain work schedule and work standards.
- Ability to deal with frequent changes, delays, or unexpected events.
- Ability to maintain professional and favorable positive relations.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- High school graduate or possession of a GED Certificate required.
- Minimum two years' experience with building facility operations required, including automated heating and air conditioning systems, ventilation, security, life safety, and computer monitoring systems.
- Experience operating a PC computer and capability to learn new systems required.
- English language skills sufficient for clear communication required.
- Basic mathematical skills, good writing skills, and mechanical aptitude required.
- Basic office and clerical skills desired.

- Equivalent combination of education and experience acceptable.
- Must be physically able to perform the essential functions of the position, which includes sitting for extended periods of time and extensive computer work.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work irregular hours, including evenings, holidays, and overtime as required.
- Must be willing and able to work additional shifts to fill in for absences and vacations on a regular basis, including planned and short-notice absences.
- Must be willing to be certified in first aid and CPR.
- Must pass criminal history background check.