



Job Title: Control Center Manager

Reports to: Operational Technology/SCADA Manager

Status: Regular, Full-Time, Exempt

Location: Edmond, OK

Travel: 10%

Compensation: Performance Bonus: Up to 35% of Base Salary

Benefits: Company 401(k), health, life, disability and dental insurance coverage.

Job Summary:

Provide day-to-day operational oversight and supervision of the Control Center and staff in a timely, accurate, safe and efficient manner.

Primary Duties & Responsibilities:

- Supervise and oversee all aspects of day-to-day operations of the Control Center including staff, Control Center staff schedules, equipment, and SCADA configuration and maintenance
- Ensure a safe and efficient movement of product by utilizing facility assets and pipelines while complying with all environmental and other regulatory requirements
- Implementation of Control Room and Fatigue Management Plans, as well as reviews and updating as required by any changes
- Complete and file appropriate documentation for compliance
- Written and oral communication to customers and employees
- **Responsible for Audits:**
 - Actively manage, audit, and review Shift Controller daily activities and work with Customers to ensure customer satisfaction and regulatory compliance.
 - Daily and weekly audits of SCADA system alarms.
 - Daily audits of Controller paperwork to ensure appropriate information is tracked and documentation is completed per procedure.
 - Audit Shift Changes to ensure procedures are in place for a proper shift change.
- **Responsible for Operation Qualifications (OQ):**
 - Ensure OQ training and documentation for controllers and operators.
 - Ensure controllers meet and maintain OQ.
 - Manage revoking and restoring OQ where applicable.
- **Responsible for Training and Performance:**
 - Measure and verify controller performance including the ability to detect abnormal and emergency conditions.
 - Perform a yearly tabletop to train controllers to recognize abnormal operating conditions.
 - Develop and monitor employee training processes and testing.
 - Review the training program content to identify potential improvements at least once each calendar year.
- **Compliance:**



- Ensure compliance with all PHMSA control room requirements as well as tracking and reporting.
- Ensure all emissions reporting is completed on time.
- Ensure compliance with all company policies.
- Ensure compliance with quality standards including CFR 49.
- **Responsible for Process and Procedures:**
 - Work with Operations group to develop control systems that support safe and effective operation of facilities assets.
 - Ensure maintenance schedules and work plans are in place to maintain the facility assets and pipelines.
 - Review work orders and work requests to provide Maintenance Department priority and feedback on quality of work.
 - Evaluate daily operational efficiencies and make suggestions to enhance performance.
 - Understand and have solid procedures and processes in place to provide compliance with state and federal (CFR-49, 195-446, etc.), permit, and customer requirements as it relates to the control center.
 - Ensure processes and procedures are in place to operate each job function.
 - Identify all breaches of Control Center policy and procedure and implement corrective action and or discipline regardless of consequence of breach.
 - Develop a Lesson's Learned program and implement on a quarterly basis.
 - Establish procedures and processes to manage alarms.
 - Address all deficiencies identified in the annual alarm management plan reviews.
 - Maintain regulatory documentation of decisions and analysis to support any deviation from procedures.
 - Ensure there are solid procedures that cover all aspects of Inventory management.
 - Maintain controller error log and claims.
 - Ensure customer expectations are met through the use of customer partnership meetings, KPIs, and daily communications.
 - Follow correct protocol in emergency situations and handle emergency response from other operational locations.

Required Knowledge, Skills & Abilities:

- High school diploma or GED. F
- 4-year degree or Process Operations Technical Degree is preferred.
- 5-10 years of relevant industry specific and control center experience, pipeline operations, knowledge of pipeline assets, SCADA systems, leak detection systems, supervisory experience, knowledge and understanding of 49 CFR 195.446 CRM, and other applicable regulations is required.
- Previous control center management experience is highly desired.
- CFR 195 and other Regulations certificates.
- Will be on call 24 hours a day, 7 days per week, carry a cell phone and respond and be available as needed in operations and emergency situations. Response may require physical presence at workplace at any hour and any day, including holidays and weekends.
- Must pass and complete Safety training and certification as required by customers to work in their facilities and as required by ARB Midstream at all locations.
- Must have a valid driver's license and be able to operate motorized vehicles.
- Proficiency in Microsoft Office and be able to use or quickly learn to use and apply other relevant computer systems.
- Must have a positive attitude, be a team player and possess the ability to work and manage a team in a fast pace, high stress demanding environment.

**Relationships:**

- The Control Center Supervisor reports to Management. Supervisory responsibilities include staff oversight.
- The position is responsible for planning and carrying out the assignment, resolving most of the conflicts which arise, coordinating the work of others as necessary and interpreting policy on own initiative in terms of established objectives.
- Conduct staff performance, behavior assessments, and team building efforts.

Other Duties

Note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. This role requires the ability to regularly drive/ride in vehicles over rough roads and to wear protective clothing and install/don safety equipment.

About ARB Midstream:

ARB Midstream is an independent, growth-oriented company, providing complete midstream and marketing solutions for crude oil, LPGs and refined products. ARB leverages the unique knowledge and depth of experience of its personnel to develop midstream assets that resolve infrastructure bottlenecks in the most profitable North American oil plays.