

**WATER/WASTEWATER DISPATCHER  
PROGRESSION AND PRODUCTIVITY PROGRAM  
CRITERION DOCUMENT**

**Note: Refer to the Water/Wastewater Dispatcher Progression and Productivity Program Policies and Procedures Document additional information and clarification on requirements, guidelines, and procedures.**

**To Become: Water/Wastewater Dispatcher I OT-17**

<b>EDUCATION:</b>	<b>Graduation from high school or possession of a General Education Development (GED) Certificate</b>
<b>EXPERIENCE:</b>	<b>Four (4) years of increasingly responsible office or an equivalent combination of training and experience per PPM Section 128.</b>
<b>LICENSES/ CERTIFICATIONS:</b>	<b>Possession of a valid Oklahoma Class "D" Driver's License</b>
<b>DEMONSTRATED SKILL PROFICIENCY:</b>	<b>Successful completion of Water/Wastewater Dispatcher Hiring Process</b>

***1<sup>st</sup> Proficiency Increase:***

**An increase to the next step within the OT-17 pay grade will be awarded to any Water/Wastewater Dispatcher I who receives a "Proficient" or above rating on the most current performance evaluation, who has three (3) months experience as a Water/Wastewater Dispatcher I and who successfully:**

**Completes the Water/Wastewater Lucity Training, and  
Completes the Water/Wastewater GIS (Atlas) Training, and  
Completes Dealing with Difficult People training or Equivalent, as approved by management (1.0 Course Credit)**

***2<sup>nd</sup> Proficiency Increase:***

**An increase to the next step within the OT-17 pay grade will be awarded to any Water/Wastewater Dispatcher I who receives a "Proficient" or above rating on the most current performance evaluation, who has six (6) months experience as a Water/Wastewater Dispatcher I, and who successfully:**

**Completes the OKIE 811 Golden Shovel, and  
Completes a Field Employee Ride-Along with Assessment eight (8) hours, and  
Level 1 Skills Assessment – 80% Pass Rate, and**

**Sewer Operations and Maintenance – Completes Prism Training or equivalent  
Water Distribution – Completes Meter Maintenance Training**

***3<sup>rd</sup> Proficiency Increase:***

An increase to the next step within the OT-17 pay grade will be awarded to any Water/Wastewater Dispatcher I who receives a “Proficient” or above rating on the most current performance evaluation, who has nine (9) months experience as a Water/Wastewater Dispatcher I, and who successfully:

Completes Office Safety Training, and  
Completes CPR/First Aid Training, and  
Completes Water/Sewer Dispatch Cross Training sixteen (16) hours

***4<sup>th</sup> Proficiency Increase:***

An increase to the next step within the OT-17 pay grade will be awarded to any Water/Wastewater Dispatcher I who receives a “Proficient” or above rating on the most current performance evaluation, who has twelve (12) months experience as a Water/Wastewater Dispatcher I, and who successfully:

Obtains an ODEQ Class “D” Water/Wastewater Operator’s License applicable to their position, and  
Completes Six Sigma White Belt Training, and  
Completes Conflict Resolution 101 or Equivalent (1.0 Course Credit)

Employee eligible to progress to Dispatcher II after completion of fifteen (15) months experience as a Water/Wastewater Dispatcher I, and who demonstrates required skill proficiency at the Dispatcher II level.

**To Become: Water/Wastewater Dispatcher II OT-18**

<b>EDUCATION:</b>	<b>Graduation from high school or possession of a General Education Development (GED) Certificate, plus all Water/Wastewater Dispatcher I required coursework</b>
<b>EXPERIENCE:</b>	<b>Five (5) years of increasingly responsible office or administrative experience</b>
<b>LICENSES/ CERTIFICATIONS:</b>	<b>Possession of a valid Class “D” Driver’s License; ODEQ Class “D” Water/Wastewater Operator’s License applicable to position</b>
<b>DEMONSTRATED SKILL PROFICIENCY:</b>	<b>Pass Level 2 Water/Wastewater Dispatcher I Skills Assessment – 80% Pass Rate</b>

***1<sup>st</sup> Proficiency Increase:***

**An increase to the next step within the OT-18 pay grade will be awarded to any Water/Wastewater Dispatcher II who receives a “Proficient” or above rating on the most current performance evaluation, who has six (6) months experience as a Water/Wastewater Dispatcher I and who successfully:**

**Completes an Advanced Excel 2019 or equivalent sixteen (16) hours, and  
Completes Six Sigma Yellow Belt Training, and**

**Sewer Operations and Maintenance – Successfully completes PACP/MACP/LACP Training/Certification or  
Water Distribution – Successfully completes Hach Water Quality Training/Assessment**

***2<sup>nd</sup> Proficiency Increase:***

**An increase to the next step within the OT-18 pay grade will be awarded to any Water/Wastewater Dispatcher II who receives a “Proficient” or above rating on the most current performance evaluation, who has twelve (12) months experience as a Water/Wastewater Dispatcher I and who successfully:**

**Completes the AWWA Customer Service Seminar or Management approved equivalent, and  
Receives one (1) credit in the Diversity, Equity and Inclusion Category**

***3<sup>rd</sup> Proficiency Increase:***

An increase to the next step within the OT-18 pay grade will be awarded to any Water/Wastewater Dispatcher II who receives a “Proficient” or above rating on the most current performance evaluation, who has eighteen (18) months experience as a Water/Wastewater Dispatcher I and who successfully:

Receives one (1) credit in Business Leadership Development Category, and  
Completes ICS 100, 200, 800 or equivalent FEMA training – 7hrs total

***4<sup>th</sup> Proficiency Increase:***

An increase to the next step within the OT-18 pay grade will be awarded to any Water/Wastewater Dispatcher II who receives a “Proficient” or above rating on the most current performance evaluation, who has twenty-four (24) months experience as a Water/Wastewater Dispatcher I and who successfully:

Obtains an applicable ODEQ Class “C” Water/Wastewater Operator’s License, and  
Completes Writing Effective Emails in the Workplace Training or equivalent, and