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

EDUCATION: Graduation from high school or possession of a General Education Development (GED) Certificate

EXPERIENCE: Four (4) years of increasingly responsible office or an equivalent combination of training and experience per PPPM Section 128.

LICENSES/CERTIFICATIONS: Possession of a valid Oklahoma Class “D” Driver’s License

DEMONSTRATED SKILL PROFICIENCY: Successful completion of Water/Wastewater Dispatcher Hiring Process

1st 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)

2nd 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
3rd 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

4th 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.
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**1st 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 II 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

**2nd 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 II 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
3rd 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 II and who successfully:

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

4th 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 II 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