The following table is an example of core competencies for water system operators. We included the core competencies in the [2017 Need to Know](http://www.abccert.org/testing_services/need_to_know_criteria.asp) criteria for the Associated Boards of Certification (ABC) exams. You can edit core competencies or the listed positions to fit your water system’s needs.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Core Competencies** | **Operator in Responsible Charge** | **Major Lead Shift Operators** | **Job Floor Operators****(certified WTPOs)** | **Groupings Floor Operators****(certified WDMs)** | **Cross-Connection Control Manager** | **WS Maintenance/Construction Staff** |
| **System Components** |  |  |  |  |  |  |
| **Treatment Process\*** |  |  |  |  |  |  |
| **Laboratory Analysis** |  |  |  |  |  |  |
| **Source Water Characteristics** |  |  |  |  |  |  |
| **Equipment Installation, Operation, & Maintenance** |  |  |  |  |  |  |
| **Disinfection Processes\*\*** |  |  |  |  |  |  |
| **Security and Safety**  |  |  |  |  |  |  |
| **Administrative Procedures** |  |  |  |  |  |  |
| **Customer Service** |  |  |  |  |  |  |
| **Interpersonal****Skills – Team Orientation** |  |  |  |  |  |  |
| **Leadership** |  |  |  |  |  |  |
| **Professional and Technical Competence** |  |  |  |  |  |  |
| **Strategic, Financial and Project Planning** |  |  |  |  |  |  |
| **Proficient.** Advanced level of competency mastery. Individuals are able to synthesize, critique, or teach these skills.**Knowledgeable.** Intermediate level of competency mastery. Individuals are able to apply and describe the skill.**Aware.** Basic level of competency mastery. Individuals may be able to identify the concept or skill, but have limited ability performing the skill. |
| *\*Relevant only for systems that are classified as a treatment plant. (*[*WAC 246-292-040*](http://app.leg.wa.gov/wac/default.aspx?cite=246-292-040)*, Table 1)**\*\*Relevant only for systems that use disinfection.* |

Developing tools like these S.M.A.R.T. goals and objectives for your water operators helps align their career goals with your water system’s business goals and strategies. This saves you time and money and provides better public health protection. Use this sample as a guide or template only. A sample training matrix for smaller water system operators may not include all of these trainings or skills. Tailor a training matrix to fit the needs of your water operators and your water system.

You may also include a list of skills or knowledge the operator needs to learn during the upcoming year. These could be skills or knowledge necessary for the operator’s specific job. The example on the following page is a Utility Worker 1 checklist that needs to be completed to progress to Utility Worker 2.

|  |  |
| --- | --- |
|  | **Utility Worker 1 to Utility Worker 2** |
|  |  | **Procedures** | **Certified By/Date** |  |  |  | **Procedures** | **Certified By/Date** |
|  |   | Water Main Shutdown |   |   |  |   |  | Sewer Line Inspection |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Hydrant Operation/Inspection |   |   |  |   |  | Stake Grading |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Sewer Back Up |   |   |  |   |  | Water Main Break |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Repair Sewer Lines and Laterals |   |   |  |   |  | Valve Operation/Flushing |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Securing Dump Truck Load |   |   |  |   |  | Water Taps |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Read Quarter Section Books |   |   |  |   |  | Sewer Taps |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Read Prints/Plans |   |   |  |   |  | Service Install |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Draw As-Builts |   |   |  |   |  | Cut-ins/Tie-ins |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Perform Locates |   |   |  |   |  | Raising Manholes and Valve Boxes |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |   |  | Meter Operation/Maintenance |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | **Documentation/Computers** | **Certified By/Date** |  |   |   | **Documentation/Computers** | **Certified By/Date** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Meter set applications |   |   |  |   |  | (your software applications) |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Accident reports |   |   |  |   |  | (your software applications) |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Incident reports |   |   |  |   |  | Microsoft Office Suite |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | **Other II Requirements** | **Certified By/Date** |  |   |   | **Other II Requirements** | **Certified By/Date** |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | WDM I Certification |   |   |  |   |  | Erosion and Sediment Control |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | WWC I |   |   |  |   |  | WA CDL A w/ Tanker, Air Brake |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Industrial First Aid Card |   |   |  |   |  | Certified Flagperson |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |   | Confined Space Entry |   |   |  |   |  | 3 yrs. Related experience |   |   |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |   |  | 1 yr. W/WW Utility Experience |   |   |
|  |  |  |  |  |  |  |  |  |  |  |