

**Competency Matrix
Field Operations Staff
Sunrise Water Authority**

Competency	Level I	Level II	Level III	Manager
System/Technical Skill	<ul style="list-style-type: none"> • Locate major facilities and appurtenances • Read meters • Basic plumbing repair • Basic pipe/pump hydraulics • Accurate records documentation 	<ul style="list-style-type: none"> • Basic hydrant/valve maintenance and repair • Install new meters • Hot tap new service • Troubleshoot pressure problems • Leak detection 	<ul style="list-style-type: none"> • Basic pump maintenance and repair • Emergency equipment operation and leak repair • Implement periodic maintenance schedule • Special skill in mechanical/electrical or other service 	<ul style="list-style-type: none"> • Coordinate system operations with engineering manager • Manage annual maintenance program • Manage vendor contracts • Assist in departmental budgeting • Oversee part/supply chain inventory
Customer Service	<ul style="list-style-type: none"> • Address basic customer issues in the field • Portrays positive agency image • Provides accurate and timely response 	<ul style="list-style-type: none"> • Assist in resolving complaints or effectively address confrontational field situations • Embraces resolution on “First-Call” • Meets shared expectations of staff and customers 	<ul style="list-style-type: none"> • Provide expert service in field • Able to manage and diffuse conflict in field • Meets shared expectations of customers, vendors and contractors 	<ul style="list-style-type: none"> • Manage field staff interaction with customers • Coordinate service messaging with CSR manager • Delivers “excellence” in customer service
Communications/ Interpersonal Skill	<ul style="list-style-type: none"> • Effectively interacts with staff, peers and supervisor • Self-aware/avoids blame • Accomplished learner 	<ul style="list-style-type: none"> • Organize tasks or projects with other staff (as needed) • Resolve interpersonal conflict • Self-managed/situational • Active listener (empathetic) 	<ul style="list-style-type: none"> • Effectively direct groups or teams • Manage group conflict • Socially aware/intentional • Perceptive in group interactions 	<ul style="list-style-type: none"> • Set department annual goals and objectives • Present to Board/Advisory Committee and General Manager • Formal performance evaluation of staff
Problem Solving/ Effectiveness	<ul style="list-style-type: none"> • Effectively organize data and information and develop basic solutions/outcomes • Accurately complete assigned tasks • Respected for quality and timely delivery 	<ul style="list-style-type: none"> • Problem solve under urgency and irregular conditions (troubleshoot) • Applies critical thinking skills • Respected for valued input and ideas • Accountable for task outcomes 	<ul style="list-style-type: none"> • Manage multiple tasks or simultaneous work processes • Oversee quality of work flow and outcomes (Quality Control) • Respected for experience/expertise • Accountable for group outcomes 	<ul style="list-style-type: none"> • Systematic problem solving and managed outcomes • Strategic thinking and risk management • Respected for excellence
Leadership	<ul style="list-style-type: none"> • Collaborative and team oriented • Open to constructive input and change • Accountable for self • Willing (positive) attitude 	<ul style="list-style-type: none"> • Lead tasks or projects/results driven • Train others or share experience • Establish professional or community relationship(s) • Champion organizational values • Motivational 	<ul style="list-style-type: none"> • Lead work groups or teams • Mentor others/trusted advisor • Recognized by peers and active within community • Optional: oversee day-to-day assignments of staff (Superintendent) 	<ul style="list-style-type: none"> • Oversee staff/employee relations • Oversee staff development and training • Seeks continuous improvement and innovation • Inspirational attitude
Safety	<ul style="list-style-type: none"> • Know basic safety procedures and use of appropriate PPE • Confined space entry • Fork Lift Training • Lockout/Tagout procedures 	<ul style="list-style-type: none"> • Identify unsafe work practices • Pre-plan job safety requirements • Basic construction safety 	<ul style="list-style-type: none"> • Develop corrective action measures and eliminate risks • Tactical support in emergency response • Proper trench operations 	<ul style="list-style-type: none"> • Accountable for department safety record • Oversee local emergency incident command • Oversee construction safety
Years of Experience*	• 0-5 years	• 4-8 years	• 8-12 years	• 12+ years
Licensure/Certification	<ul style="list-style-type: none"> • Level I Certification • Flagger 	<ul style="list-style-type: none"> • Level II Certification • Flagger • OSHA 10-hour 	<ul style="list-style-type: none"> • Level III Certification • Competent Person • OSHA 30-hour 	<ul style="list-style-type: none"> • Level IV Certification • Competent Person • OSHA 30-hour