

{Sample} Cross Training Chart {Add positions and expand as needed}

Administration, Accounting, Customer Care, Billing

Function	Lead	Backup
Payment Entry		
Payroll		
Purchasing Processing		
Accounts Payable		
Customer Billing		
Financial Management/ Investment Management		
Accounting/Banking/Bookkeeping		
Customer Service		
Collections Processing		
Legal Services		
Public Notifications (Required)		
Customer Communications		
Meter Reading		
Computer System		
Administration		

Operations

Function	Lead	Backup
Plant Operators		
Emergency Personnel – Can fill in with minimal training		
SCADA & PCs		
IT/Cyber		
Field Conditions		
Conduct Security Patrols		
Maintenance: Repair System and Equipment		
Provide Laboratory Analysis		
Distribution Crew		

