
Job Title: New Construction Tech**Location:** Service Center**Department:** Customer Service**Job Status:** Full-Time**Reports To:** Customer Service Manager**Job Grade:** 211**Pay Status:** Non-Exempt**Date Created/Updated:** 9/12/2022

Position Summary

The New Construction Technician (NCT) works with internal and external NBU customers to process electric, water, and wastewater service orders to establish new utility service within the NBU service area. In addition, the NCT analyzes subdivision plats, calculates, and collects deposits, customer impact/construction costs, and customer fees/charges for both commercial and residential customers. The individual should have excellent communication skills, a positive attitude, a strong work ethic, attention to detail and accuracy. Multitasking and stress management skills are essential for this position.

The NCT is highly involved in interacting with external and internal customers, via telephone, email, fax, letter, or in person. In addition, the New Construction Technician performs basic clerical duties such as filing, organizing, printing, copying, etc. and assists in the operational duties of New Construction.

Essential Duties & Responsibilities

ADMINISTRATIVE SUPPORT

- Communicates/corresponds with internal and external customers in person, by phone, email, and fax
- Provides customers with documented quote of fees required for projects
- Releases all service orders for water & electric meters to be set, security & street lights to be installed, and solar installation.
- Maintains files of current projects from beginning to end, including payments and inspections
- Determines need and maintains inventory of office supplies for New Construction office
- Interprets Electric Engineering drawings to determine required service orders to complete projects
- Performs Data entry and analysis
- Submits monthly Impact Fee Reconciliation and Tracking reports to supervisor and manager

FISCAL SUPPORT

- Determines construction and impact fees due for each project; place billing charges on customer account
- Collects fees using appropriate receipts to have payments applied to customer account
- Ensures that payments are posted properly to account(s) and maintains record of payments
- Completes tasks in work orders that relate to fees
- Creates itemized report for daily deposit of money collected at service center
- Maintains spreadsheet of impact fees collected monthly; creates and reconciles report with accounting on a monthly basis.
- Maintains petty cash box to ensure accuracy of balances

COORDINATION BETWEEN DEPARTMENTS

- Coordinates with Electric Engineering staff to determine availability of services, fees, deposits for accounts
- Establishes new accounts and forwards billing information to the appropriate departments
- Communicates with Water Systems Engineering to determine availability of water and wastewater services
- Interprets construction approval and acceptance letters e-mailed from Water Systems Engineering and Water Operations as they relate to projects and relay information to customers
- Filters and relays information to the operations departments once obtained from Engineering and the

customer

- Provides explanation of billing regarding placement of services
- Notify Purchasing when meter cans can be released upon the customers request
- Documents internal & external customer communication on appropriate Northstar account and Cityworks to provide current status of projects
- Helps train employees with similar tasks and new processes within and across departmental lines

INTERNAL AND EXTERNAL COMMUNICATION

- Exhibits excellent listening skills and empathy when addressing customer concerns/complaints
- Provides customers with explanation of requirements for establishing new accounts
- Possesses excellent customer service, communication and conflict resolution skills
- Provides commercial customers with explanation of documentation requirements
- Communicates in person, via phone or email regarding new construction issues/projects
- Assists customers at Service Center with customer service applications and provides reasons for the fees and documents
- Provides written quotes of fees required for specific meter size and determines the impact fees required for the water and sewer services and location by using appropriate impact fees schedule
- Provides explanation of NBU processes and fees
- Advises customers on status of projects and appropriate department contacts to move projects through to completion
- Resolves customer issues related to account or project

RESEARCH

- Reviews plats to determine accuracy of customer applications and information in the NBU data base
- Communicates with the City of New Braunfels to obtain information needed to evaluate projects
- Obtains addressing from the County Engineers Office and forwards the information to the appropriate parties
- Reviews plats to obtain date of recording to determine proper impact fees to be charged
- Reviews engineering drawings for location of services
- Contacts other NBU departments to determine service availability, location and size of service; relays information to customer

GENERAL RESPONSIBILITIES

- Maintains regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adheres to NBU safety guidelines and practices at all times and in all situations
- Maintains a clean and safe work area, office, field site and vehicle as applicable
- Develops & maintains effective customer service skills for communications with co-workers, customers and the public in general
- Maintains strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adheres to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team and Safety
- Participates in and supports initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: One Year or More

Other: - Bilingual in Spanish is a plus

Certification and Licensures Requirements

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Other Minimum Qualifications

- Familiarity with deeds and other County and City records is preferred
- Utilize current versions of computer software and hardware provided by NBU to research customer accounts, perform data entry, and to create other documents that are clear, accurate and grammatically correct.
- Excellent 10 Key and data entry skills
- Ability to efficiently operate various standard office machines like copiers, scanners, and faxes.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Harris NorthStar (CIS system) including mCare, Cityworks, Meter Sense, Customer Connect, Invoice Cloud (3rd party payment processor), ADP ezLabor (payroll), Halogen (evaluations), OnBase (electronic document storage), Online Utility Exchange (Identification verification), Cognos Reporting, Microsoft Office Suite, Laserfiche, Smartsheets

Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, Fax Machine, Copier, Label Maker, Computer, Printer, Scanner

Physical Demands

Standing: Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Carrying: Occasionally

Supplies

Equipment

Files

Sitting: Constantly

Desk Work

Meetings

Driving

Reaching: Frequently

For Supplies

For Files

Handling: Constantly

Paperwork

Monies

Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date