

**Job Title:** Customer Service – Service Center Receptionist

**Department:** Customer Service

**Location:** Service Center

**Reports To:** New Construction Supervisor

**Job Status:** Full-Time

**Pay Status:** Non-Exempt

**Job Grade:** 201

**Date Created / Updated:** 5/3/2023

## Position Summary

Under general direction, the Service Center Receptionist, is the first point of contact, responsible for the lobby, and maintaining communication and direction of arrivals to appropriate personnel. The primary emphasis of this position is to be the initial contact, greet visitors, provide general office support with a variety of clerical activities, as well as assists with New Construction responsibilities. The Service Center Receptionist is responsible for managing assigned workload, setting goals, prioritizing work, evaluating results and taking corrective action as needed. This position requires to act with a sense of urgency, excellent communication skills, a positive attitude, strong work ethic, extreme professionalism, and must provide exceptional customer service to internal and external entities throughout all aspects of NBU.

## Essential Duties and Responsibilities

### LOBBY

- Welcomes and greets customers and visitors through the Cell Gate Access Phone to determine nature and purpose of visit, and direct or escort them to the appropriate location
- Maintain professional demeanor at all times
- Possess excellent listening skills and strong attention to detail
- Keep customer lobby area clean and presentable at all times and address or report any safety risks
- Maintain awareness of NBU current affairs and meetings to more appropriately direct customers and visitors
- Maintains security procedures; monitoring/tracking temporary visitor badges
- Stay abreast of elevated customer situations in the lobby and inform the New Construction Supervisor or member of management accordingly

### RECORDS RETENTION DUTIES

- Provides support to the Customer Service Administrative Assistant in managing electronic records and hard copies; to include scanning of appropriate documents into the records management systems and adhering to required retention periods

### NEW CONSTRUCTION

- Delivers, picks up, and distributes New Construction mail daily
- Responsible for processing all Meter Can distribution requests and directing customers to the Purchasing division
- Accept NBU Service Agreements and check payments, verify completion and deliver to New Construction staff
- Assist New Construction in receiving documentation of approved electric meter loop inspections from the City and upload to Cityworks
- Assist New Construction with creating Initial Set-up Accounts in the NorthStar system
- Assist New Construction with creating the subdivision spreadsheet with appropriate water/sewer fee

structure

- Assist New Construction with processing electric meter set orders in NorthStar and Cityworks
- Assist New Construction with processing NBU Service Agreements for new construction projects to include; documenting customer/account information, log information in corresponding spreadsheets, etc.
- Assist New Construction with saving and/or processing water meter box pictures for residential water meters
- Support New Construction with updating the commercial documentation spreadsheet, department folders and files up to date
- Occasionally be forwarded a New Construction Tech's phone extension
- Track and report monthly applications and/or checks received for New Construction

#### GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values
- Participate in and support initiatives to reach annual NBU performance measures
- Other NBU duties as assigned

#### 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

#### Certification and Licensures Requirements

None

#### Other Minimum Qualifications

- High school diploma or GED required
- Possess exceptional customer service skills and professionalism
- Technological proficiency to learn and use various computer programs including Microsoft Office applications
- Excellent 10 Key and data entry skills

#### Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Other Software Knowledge

Harris NorthStar (CIS system), Customer Connect, ADP ezLabor (payroll), Cityworks, Microsoft Office Suite, Laserfiche, Smartsheets

### Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Copier, Fax Machine, Scanner, Printer, Calculator, Telephone

### Physical Demands

#### Standing: Occasionally

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

#### Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

#### Walking: Occasionally

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

#### Lifting: Occasionally

- Supplies
- Equipment
- Files

#### Carrying: Occasionally

- Supplies
- Equipment
- Files

#### Sitting: Constantly

- Desk Work
- Meetings
- Driving

#### Reaching: Frequently

- For Supplies
- For Files

#### Handling: Constantly

- Paperwork
- Monies

**Kneeling:** Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

**Pushing/Pulling:** Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

**Climbing:** Rarely

- Stairs
- Ladder
- Step Stool
- Onto Equipment

**Vision:** Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

**Foot Controls:** Never

- Driving
- Operating Heavy Equipment
- Dictaphone

**Balancing:** Rarely

- On Ladder
- On Equipment
- On Step Stool

**Bending:** Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

**Crouching:** Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

**Crawling:** Rarely

- Under Equipment
- Inside Attics/Pipes/Ditches

**Hearing:** Constantly

- Communicating Via Telephone/Radio, to Co-Workers/Public
- Listening To Equipment

**Twisting:** Constantly

- From Computer to Telephone

Getting Inside Vehicle

**Talking:** Constantly

Communicating Via Telephone/Radio, to Co-Workers/Public

**Other**

None.

## Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other**

None

## 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 checked="" type="checkbox"/>	<input 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

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Date