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**Job Title:** Resource Conservation Representative**Job Status:** Full-Time**Department:** Conservation & Customer Solutions**Job Grade:** 206**Reports To:** Conservation & Customer Solutions Manager**Work Setting:** On-Site**Pay Status:** Non-Exempt**Date Created/Updated:** 12/20/2023**Location:** Headwaters

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### Position Summary

The Resource Conservation Representative (RCR) provides water and energy resource conservation consultation and customer service to residential and commercial customers. The RCR enforces local municipal drought ordinances, manages the resource conservation rebate program, creates educational material for customers, provides public outreach to the community through educational interactive presentations, contests, and social media, and analyzes data and customer usage to identify specific customer issues and create unique solutions/improvements for customers.

The RCR must possess strong interpersonal and leadership skills to create and cultivate internal and external working networks to accomplish the mission and goals of the organization. This is a hands-on position which will require a high attention to detail, superior communication skills and the ability to work within a cross-functional team of professionals. Candidates must have a service and results-oriented mentality to establish priorities, effectively manage workload, and to support new initiatives related to the department to include, but not limited to, water and energy efficiency, water reuse, One Water, electric vehicles, key accounts, and distributed energy resources.

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### Essential Duties & Responsibilities

Conservation Awareness and Promotion:

- Utilize expanding technology to analyze data and customer usage to identify specific customer issues and create unique solutions/improvements for that customer
- Educate customers, employees, and the general public about energy and water efficiency and water reuse through the creation of promotional and educational material and interactive presentations and delivery of presentation and participation in outreach events
- Increase the awareness of resource conservation related trends to expand current programs and increase customer options
- Complete energy, water, and irrigation assessments for residential customers and provide ideas to increase efficiencies

Code and Ordinance Enforcement:

- Have knowledge of the code of ordinances, the drought management plan, and NBU policies
- Enforce the drought ordinance through education and the issuance of water violations and citations
- Investigate and analyze reports of water violations for validity and level of violation
- Manage all reporting of necessary drought monitors

#### Customer Service/Communication:

- Communicate with customers utilizing all communication vehicles
- Manage the NBU hotline, process rebate applications, and provide pertinent information to customers relevant to NBU policies and City Ordinance
- Basic knowledge with media and graphic design programs to create in-house advertisements and promotions

#### Financial:

- Perform routine inspections on the division's company vehicle and respond to fleet requests
- Consider driving routes in order to conserve fuel
- Lead by example, as related to conservation, by recycling, reducing paper and fuel consumption, turning off lights when not in use, etc.
- Evaluate training opportunities for relevance and cost/benefit
- Fiscal responsibility with department expenses

#### Company Wide 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 or negatively affect direct reports' ability to do their jobs when applicable
- Maintains a culture of safety by following safety guidelines and practices at all times and in all situations for self, co-workers, visitors and general public
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Demonstrates a spirit of cooperation and team work including, from time to time, assisting with duties outside regular responsibilities
- Accepts accountability for decisions and actions at all times
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures and Strategic Goals

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#### **Formal Education and Work Experience Requirements**

Degree/Diploma Obtained: High School Diploma/GED

Other: Work requires specific knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training

Work Experience Time Frame: One Year or More

Field of Study: General Studies

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#### **Certification and Licensures Requirements**

- A valid Texas Driver's License is required in order to operate a company vehicle
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## Other Minimum Qualifications

- Experience in water or energy and resource management or practices may substitute for the education requirements
- Ability to work flexible 8-hour shifts to include, but not limited to...
  - early morning drought patrol shifts starting as early as 3am (generally 1-2 days per week)
  - late evening drought patrol shifts extending as late as midnight (generally 2-4 days per month)
  - seasonal overnight drought patrol shifts starting as late as 12:00am (generally July-September, 1-2 days per month)
  - weekend drought patrols as early as 4am and as late as midnight (generally 1-2 weekends per month)
  - evening weekday assessment shifts extending as late as 9:00pm (generally 1-2 days per month)
  - Saturday assessment shifts from 8:00am to 12:00pm (generally 1-2 weekends per month)
  - Key Account 24/7 standby shifts (rotating 7-day block once per six-week assignment)
  - after-hours and weekend educational outreach event shifts lasting 1-8 hours depending on the nature of the event (peak season Spring/Fall - 2 to 4 shifts per month, off-peak season Summer/Winter - 1 to 2 shifts per month)

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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Software Knowledge

Laserfische, Harris Northstar, Adobe CC (Photoshop, Illustrator, InDesign), PowerBi, Metersense, Silverspring, Operations Optimizer, County CAD/GIS, Smartsheets

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

Computer, Printer, Fax Machine, Infrared Camera, Heat Sensor Gun, Motor Vehicle, Calculator, Desk Phone, Radio, Copier, Camera, iPhone, General Hand and Power Tools, Postage Machine, Smoke Pen

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## Physical Demands

### Standing: Frequently

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

### Fine Dexterity: Frequently

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

**Walking:** Frequently

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

**Lifting:** Occasionally

- Supplies
- Equipment
- Files

**Carrying:** Occasionally

- Supplies
- Equipment
- Files

**Sitting:** Frequently

- Desk Work
- Meetings
- Driving

**Reaching:** Frequently

- For Supplies
- For Files

**Handling:** Constantly

- Paperwork
- Monies

**Kneeling:** Frequently

- 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

**Other:** [Click or tap here to enter text.](#)

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**Vision:** Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

**Foot Controls:** Occasionally

- 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:** Occasionally

- Under Equipment
- Inside Attics/Pipes/Ditches

**Hearing:** Constantly

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

**Twisting:** Occasionally

- From Computer to Telephone
- Getting Inside Vehicle

**Talking:** Constantly

- Communication Via Telephone/Radio/To-Co-Workers/Public

## 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Inside customer homes and in local businesses

**Primary Work Environment:** Other (Specify Below)

Other: Hybrid Office and Field

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## 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

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## Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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## 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.

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Employee's Signature

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Employee's Printed Name

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Date