

Job Title: Administrative Assistant – People & Culture

Location: Customer Solutions Center

Job Status: Full-Time

Department: Human Resources

Job Grade: 205

Reports To: Director of People and Culture

Work Setting: On-Site

Pay Status: Non-Exempt

Date Created/Updated: 4/17/2025

Position Summary

The Administrative Assistant – People & Culture provides comprehensive administrative support to the Director of People and Culture, while also supporting the Human Resources, Learning & Development, and Safety departments. This role requires a high level of discretion, organization, and the ability to anticipate needs to ensure efficient operations. The ideal candidate will handle sensitive information with professionalism and contribute to key initiatives across the functional areas the Director of People & Culture oversees.

Essential Duties & Responsibilities

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ADMINISTRATIVE SUPPORT

- Process and reconcile bills, invoices, and Purchase Orders for the Director and supported departments.
- Manage monthly P-Card transactions and ensure timely reconciliation for the Director and supported departments.
- Accurately process, track, and verify time and attendance records on behalf of the Director.
- Prepare professional presentations, reports, and documents using tools such as PowerPoint and Excel.
- Draft and manage requisitions, correspondence, and other department-related documentation.
- Assist with the development and maintenance of dashboards and tracking tools for data-driven decision-making.
- Organize and prioritize communications, tasks, and deadlines to keep the Director informed and on schedule.
- Provide coordination support for projects related to employee engagement, talent development, and policy initiatives.
- Maintain organized electronic and physical filing systems; serve as the records retention liaison for supported departments.
- Foster strong, professional relationships across departments while maintaining strict confidentiality.
- Assist in planning and coordinating leadership meetings, workshops, and annual retreats.
- Perform and support special projects and additional duties as assigned

COMMUNICATION

- Manage the Director's calendar, appointments, and reminders with efficiency.
- Schedule and organize meetings, including sending invitations, preparing materials, recording minutes, and following up on action items.
- Take accurate and concise meeting notes, highlighting key decisions and responsibilities.
- Screen and prioritize incoming communications (calls, emails, mail), exercising sound judgment to determine priority and respond as appropriate on behalf of the Director.
- Serve as a liaison for the Employee Experience Team, coordinating meetings and providing organizational support.

- Monitor follow-up tasks assigned to management staff and provide regular status updates to the Director.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all time and in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Develop and 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
- Exemplified NBU Core Values of Integrity, Stewardship, Team, Culture and Safety

Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School

Field of Study: General Studies

Diploma/GED

Other: Some college or advanced education

Work Experience Time Frame: Five Years or More

preferred

Certification and Licensures Requirements

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

Other Minimum Qualifications

Behavioral Competencies

- Organizational skills. Consistently manage workloads effectively, use resources efficiently, and orchestrate multiple activities at once to accomplish a goal. Ensure that all follow-up responsibilities are completed timely and with minimal supervision.
- Anticipate, improvise, and adapt for optimal resolutions.
- Communication skills. Ability to write clearly and succinctly. Communicate effectively with Executives to express thoughts and ideas clearly.
- Process Oriented. Good at figuring out the processes necessary to get things done, knows how to organize people and activities, understands how to separate and combine tasks into efficient work flow, understands business needs and trends and can see opportunities for synergy and integration.
- Attention to Detail. Double-checks the accuracy of information and work product to provide accurate and consistent work.
- Provides information on a timely basis and in a usable form to others who need to act on it. Carefully monitors the details and quality of own and others' work. Completes all work according to procedures and standards.

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

Other Software Knowledge

ADP, SDOL, Adobe

Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, copier, scanner, fax, machine, postage machine, typewriter, shredder, paper cutter, whole punch, label maker, stapler, calculator, binding machines

Physical Demands

Standing: Choose an item.

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

Fine Dexterity: Choose an item.

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☒ Calculator
- ☐ Calibrating Equipment

Walking: Choose an item.

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

Lifting: Choose an item.

- ☐ Supplies
- ☐ Equipment
- ☒ Files

Carrying: Choose an item.

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Sitting: Choose an item.

- ☒ Desk Work
- ☒ Meetings
- ☐ Driving

Reaching: Choose an item.

- ☒ For Supplies
- ☒ For Files

Handling: Choose an item.

- ☒ Paperwork
- ☐ Monies

Kneeling: Choose an item.

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

Pushing/Pulling: Choose an item.

- ☒ File Drawers
- ☒ Equipment
- ☒ Table and Chairs
- ☐ Hose

Climbing: Choose an item.

- ☒ Stairs
- ☐ Ladder
- ☐ Step Stool
- ☐ Onto Equipment

Vision: Choose an item.

- ☒ Reading
- ☒ Computer Screen
- ☐ Driving
- ☐ Observing Worksite

Foot Controls: Choose an item.

- ☐ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Choose an item.

- ☐ On Ladder

- ☐ On Equipment
- ☐ On Step Stool

Bending: Choose an item.

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

Crouching: Choose an item.

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

Crawling: Choose an item.

- ☒ Under Equipment

Other: Click or tap here to enter text.

- ☐ Inside Attics/Pipes/Ditches

Hearing: Choose an item.

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

Twisting: Choose an item.

- ☒ From Computer to Telephone
- ☐ Getting Inside Vehicle

Talking: Choose an item.

- ☒ 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 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 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 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: Choose an item.

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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