

Job Title: Conservation and Customer Solutions Manager

Job Status: Full-Time

Department: Conservation & Customer Solutions

Job Grade: 609

Reports To: Director of Customer Solutions

Work Setting: On-Site

Pay Status: Exempt

Date Created/Updated: 4/14/2025

Location: Customer Solutions Center

Position Summary

The Conservation and Customer Solutions Manager is responsible for leading the Conservation and Customer Solutions Department at New Braunfels Utilities (NBU). This position plays a key role in implementing and advancing the strategic direction of NBU's public-facing initiatives, including Water and Energy Conservation, Key Accounts, One Water, Electric Transportation (ET), and Distributed Energy Resources (DER).

This role will support the development of staff, policies, and programs that promote customer adoption of One Water, EV, and DER solutions. The manager will be instrumental in turning strategic program outlines into actionable initiatives, while also driving the continued growth of NBU's Water Conservation, Energy Efficiency, and Key Accounts programs. This position reports directly to the Director of Customer Solutions.

Success in this role requires strong leadership, excellent communication, and a hands-on approach. The ideal candidate will be detail-oriented, collaborative, and skilled in building internal and external partnerships. A service-driven mindset and the ability to manage projects, teams, and portfolios strategically are essential.

Candidates should have working knowledge in areas including water conservation, energy efficiency, residential solar, battery storage, One Water strategies, and electric vehicles.

Essential Duties & Responsibilities

Management/Supervision Responsibilities

- Monitors and evaluates the performance of direct reports and personnel to ensure that established NBU procedures and policies are enforced, achievements are recognized, performance standards are met, and professional growth opportunities are made available.
- Encourages employees to recommend ideas for the improvement of processes and procedures that are consistent with the company Vision and Strategic Plan.
- Leads, motivates and facilitates cross-functional teams to commit to, and deliver results.
- Encourages a culture and learning environment that fosters opportunity for continuous growth and development of all employees.
- Identifies and obtains training opportunities for staff to create an engaged, knowledgeable workforce.
- Ensure personnel are safety conscious and adhere to NBU safety guidelines and practices at all times and in all situations
- Supports strategic goals by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.
- Maintains professional and technical knowledge by attending educational workshops, reviewing

professional publications, establishing personal networks, benchmarking state-of-the-art practices; participating in professional societies.

- Accomplishes financial objectives by forecasting requirements; prepares & monitors annual O & M, capital and personnel budgets; scheduling expenditures; analyzing variances; initiating corrective actions.
- Review and approve purchases and payroll time entry for division
- Prepare monthly and quarterly reports, board reports and presentations
- Attend managers' meetings and report appropriate information to direct reports
- Ability to create and present professional communications, whether verbal, visual or written, whether for internal or external use.

Conservation

- Develops, implements, administers, and evaluates water and energy conservation incentive programs to support NBU's strategic initiatives for water and energy conservation.
- Demonstrate continuous improvement of conservation initiatives through analysis of current demand and program impact utilizing accounting, statistical and cost benefit analysis.
- Provides analytical support for policy and program development related to energy, water, or natural resource conservation.
- Prepares and makes presentations to the Board of Trustees, Executive Management, elected officials and to the public on conservation initiatives, updates and/or new conservation trends.
- Develops and maintains partnerships with community groups, industry, local government and other advisory groups on conservation best practices.
- Designs, develops, coordinates, and administers school education programs pertaining to water and energy conservation.
- Oversees irrigation system requirements and procedures with contractors and the general public; responds to related inquiries.
- Oversees enforcement policies and procedures for water violations.
- Assesses and recommends actions for NBU to take to integrate One Water principles into NBU's practices, operations, and building remodels and new construction.

One Water

- Supports and implements NBU's One Water initiative and work to provide changes and updates to the New Braunfels One Water Roadmap as NBU programs grow.
- Maintains an awareness in utilities trends in One Water.
- Identifies opportunities to balance programs so that they build and promote the health of New Braunfels' Community, environment and economy.
- Partners with NBU teams to identify and drive opportunities to reduce or rethink water usage so that it is managed holistically and sustainably.
- Serves as One Water facilitator for internal NBU One Water working groups.

Key Accounts

- Acts as the trusted energy advisor, single point of contact, and customer liaison between the customer and utility, delivering excellent customer service. Builds and maintains excellent business relationships with multiple levels of contacts within assigned companies ranging from technical to the executive level.
- Coordinates, assembles, and leads cross-functional teams to resolve customer issues.
- Provides detailed planning and follow up information for both scheduled and unscheduled outages. Keeps customers apprised during outages and energy emergencies. Participates in root cause analysis of

outages.

- Maintains customer account history in customer relationship management software.

Distributed Energy Resources and Electric Vehicles

- Supports and implements NBU's Distributed Energy Resource emerging initiatives as directed
- Supports and implements NBU's Electric Vehicle emerging initiatives as directed
- Contributes to the development of areas short-term and long-term business plans including but not limited to, annual targets, identifying growth areas, new initiatives, and enhancing existing service offerings to align with a changing industry.
- Coordinates related activities of projects internal and external stake holders.
- Works closely with key NBU staff to inform them and increase their understanding of initiatives to assist in successfully leveraging their knowledge bases.

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 and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures and Strategic Goals

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Five or more years directly related

Work Experience Time Frame: Three Years or More

experience, including some supervisory experience may substitute for Bachelor's Degree

Field of Study: Business, Environmental Studies, Water Resource Management, Hydrology

Certification and Licensures Requirements

Valid Texas Driver's License required to operate company vehicles

Other Minimum Qualifications

- Excellent verbal and written communication skills
- Demonstrate strong interpersonal skills and a high degree of professionalism
- Organized, detail oriented, and ability to multi task
- Demonstrate ability to take initiative and drive projects with minimal supervision
- Demonstrate ability to manage multiple project streams efficiently and diplomatically in a high-pressure, complex environment

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 checked="" type="checkbox"/>	<input 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, Thermal Camera

Physical Demands

Standing: Occasionally

- 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: Rarely

- Supplies
- Equipment
- Files

Sitting: Frequently

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Handling: Frequently

- 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: Rarely

- Driving
- Operating Heavy Equipment
- Dictaphone

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

- On Ladder
- On Equipment
- On Step Stool

Bending: Occasionally

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

Crouching: Rarely

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

Crawling: Rarely

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Frequently

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

Twisting: Occasionally

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Frequently

- 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" 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 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 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: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Occasional outdoor/field work required

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