

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:** 9/29/2025**Location:** Customer Solutions Center

Position Summary

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.

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

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School

Other: Work requires specific knowledge of a specific

Diploma/GED

vocational, administrative, or technical nature that

Work Experience Time Frame: One Year or More

maybe obtained with six-months/one year of advanced

Field of Study: General Studie

study or training Certification and

Certification and Licensures Requirements

A valid Texas Driver's License is required in order to operate a company vehicle

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)

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☐	☒	☐	☐
Microsoft Access	☐	☒	☐	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☐	☒	☐	☐
Microsoft PowerPoint	☐	☐	☒	☐

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

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

Vision: Choose an item.

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

Foot Controls: Choose an item.

- ☐ 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: 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)	☐	☒	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☐	☒	☐	☐	☐	☐
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	☐	☐	☒	☐	☐	☐

Noise and Vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐	☐
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	☐	☐	☐	☐	☒	☐

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	☐	☒	☐	☐	☐
Chemical Hazards	☐	☒	☐	☐	☐
Electrical Hazards	☐	☒	☐	☐	☐
Fire Hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable Diseases	☐	☐	☒	☐	☐
Physical Danger or Abuse	☐	☐	☒	☐	☐

Other: Click or tap here to enter text.

Primary Work Environment: Choose an item.

Other: Hybrid Office and Field

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	☐	☐	☐	☐	☒
Emergency Situations	☐	☒	☐	☐	☐
Frequent Change of Task	☐	☐	☐	☒	☐
Irregular Schedule/Overtime	☐	☐	☐	☒	☐
Performing Multiple Tasks Simultaneously	☐	☐	☐	☐	☒
Working Closely with Others as Part of a Team	☐	☐	☐	☐	☒
Tedious or Exacting Work	☐	☐	☐	☒	☐
Noisy/Distracting Environment	☐	☐	☐	☒	☐

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