

Job Title: Customer Service Support Specialist**Job Status:** Full-Time**Department:** Customer Service**Job Grade:** 206**Reports To:** Customer Service Support Supervisor**Work Setting:** Hybrid**Pay Status:** Non-Exempt**Date Created/Updated:** 9/24/2025**Location:** Main Office

Position Summary

The Customer Service Support Specialist is responsible for assisting with day to day processes, and performs a variety of complex operational support duties within the customer service division. The Specialist is also responsible for the management of physical and electronic records in compliance with established guidelines. This position requires a high degree of independent judgment and interpretive ability related to technical knowledge of customer service processes and procedures.

The representative acts with a sense of urgency, is solution-oriented, approachable, professional and takes great pride in working with internal and external customers to deliver an experience that meets and, at times, exceeds their expectations. Excellent time management, listening skills, attention to detail, accuracy, adaptability and stress management skills are essential.

This position plays a vital role in team collaboration, supporting cross-functional processes, and driving continuous process improvements through effective communication and engagement with colleagues across departments.

Essential Duties & Responsibilities

DATA ENTRY & PROCESS MANAGEMENT

- Manage and respond to customer inquiries received through the Customer Service email channel.
- Demonstrate excellent command of the English language, with strong knowledge of syntax, punctuation, and grammar.
- Accurately apply cash, check, and credit card deposit payments to appropriate customer accounts in the customer information system
- Complete daily Deposit Distribution Journals to ensure deposits are applied to correct accounts.
- Monitor and manage the Guarantor Program, including monthly reporting and associated processes.
- Code eligible tax-exempt accounts in the CIS system per guidelines.
- Evaluate, calculate, and process customer refunds by reviewing tax summaries over a four-year period.
- Correct misapplied payments and process adjustments such as refunds, cash transfers, reversed fees (late, NSF, processing, tampering), and other account corrections.
- Manage and process auto dialers
- Review Cognos admin fee reports for accuracy and take necessary action.
- Calculate and process billing adjustments accurately and accordingly.
- Monitor and maintain Budget Billing and Pick Your Due Date programs.
- Manage and implement the penalty schedule and related processes.
- Manage all returned mail, including updates to customer records.
- Review credit refund reports and initiate refund processes in coordination with the Accounting department.
- Process disconnects for non-payment and finalize customer accounts.

- Processes quarterly write-offs
- Assist with the Unclaimed Property Refund Check process and documentation.
- Process deposit refunds as requested and during annual cycles.
- Complete the annual calculation and processing of deposit interest.

RECORDS RETENTION & DOCUMENT MANAGEMENT

- Serve as the department's Records Liaison Officer, ensuring proper classification, scanning, and storage of both electronic and physical records.
- Maintain compliance with retention schedules and internal recordkeeping policies.
- Coordinate with Records Management staff to ensure all documents are processed accurately and timely.

CROSS-FUNCTIONAL COLLABORATION & TEAM ENGAGEMENT

- Collaborate with internal departments to resolve account discrepancies, process improvements, and shared initiatives.
- Participate in team meetings and contribute to problem-solving discussions and process updates.
- Communicate effectively with team members to ensure alignment on priorities, deadlines, and system changes.
- Foster a positive and collaborative team environment through open communication and mutual support.
- Assist in departmental projects or initiatives that require coordination across multiple functions.
- Assist in addressing elevated customer concerns during leadership's absence.

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, 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 of Integrity, Stewardship, Team and Safety
- 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

Work Experience Time Frame: One-year NBU

Diploma/GED

Customer Service experience

Field of Study: General

Certification and Licensures Requirements

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

Other Minimum Qualifications

- Prior experience in customer call center, credit collections or utility billing preferred
- Previous experience in training/teaching software programs preferred
- Experience with Harris Computer System preferred
- Strong interpersonal skills, both written and verbal, required
- Some travel to and from conferences required

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

Harris NorthStar including mCare, Meter Data Management and Fixed Network. ADP ezLabor, DataProse, Laserfiche, Online Utility Exchange, MilSoft, and Invoice Cloud.

Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, soft phone, headsets, calculator, copier, fax, personal computer, printer, related software

Physical Demands

Standing: Occasionally

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

Fine Dexterity: Constantly

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

Walking: Occasionally

- ☒ 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: 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: Occasionally

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

Vision: Constantly

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

Foot Controls: Rarely

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Rarely

- ☐ On Ladder
- ☐ On Equipment
- ☒ On Step Stool

Bending: Occasionally

- ☒ Filing in Lower Drawers

Other: Click or tap here to enter text.

- ☒ 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

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

Twisting: Frequently

- ☒ 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)	☐	☒	☐	☐	☐	☐
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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: 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
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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