

**Job Title:** Operations & Engagement Specialist**Location:** Headwaters**Department:** Headwaters**Job Status:** Full-Time**Reports To:** Managing Director, Headwaters at the Comal**Job Grade:** 605**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 9/2/2025

---

### Position Summary

The Operations & Engagement Specialist ensures the smooth operation and positive guest experience at Headwaters at the Comal, a 16-acre nature-oriented community space and education center, owned and operated by New Braunfels Utilities. Reporting to the Managing Director, this position oversees all aspects of facility operations and guest experience, while managing complex projects that support the organization's mission. The Operations & Engagement Specialist is responsible for facilitating and managing the planning and delivery of meetings, educational programs, and events. In addition to front-office management, responsibilities include general operations including daily financial processes and administrative tasks to include managing the membership program, donor database, and assisting with grant submissions and reporting. Strong coordination with the Education Program and Conservation Program Specialists and partner educators is required to develop and implement ongoing educational programs and volunteer opportunities to support the operations of the facility.

---

### Essential Duties & Responsibilities

#### Headwaters Center Operations

- Provide leadership and oversight for operational and administrative activities to ensure efficient day-to-day management of the Headwaters at the Comal.
- Develop, implement, and manage policies, procedures, and systems that support effective site operations, high-quality visitor experiences, and long-term sustainability of facilities.
- Direct all financial management, including program strategy, budget development, monthly reviews, financial reporting, and coordination with leadership and accounting for audits.
- Coordinate and manage all events and facility bookings, overseeing scheduling, logistics, and execution for meetings, educational programs, and community events.
- Oversee vendor and contractor relationships, including procurement, negotiations, service agreements, and facility maintenance.
- Serve as the primary liaison with visitors, partners, New Braunfels Utilities departments, and community stakeholders, building relationships that support growth, innovation, and engagement.

#### Community & Stakeholder Engagement

- Lead membership, donor, and grants management, including CRM data integrity, grant administration, annual appeals, and donor engagement strategies in collaboration with the Managing Director.
- Develop and track engagement metrics to evaluate success, participation, and outcomes, reporting regularly to leadership and the Board.
- Serve as a visible representative of Headwaters at the Comal, cultivating strong relationships with community partners, vendors, volunteers, and visitors, and representing the organization at events, meetings, and public presentations.
- Collaborate with the Communications team to manage outreach platforms, including social media, newsletters, and marketing content, ensuring consistent and effective messaging.
- Advance community awareness and support by fostering meaningful connections that strengthen Headwaters' mission and long-term sustainability.

## General Operations & Administrative Responsibilities

- Acts as the operations lead including maintaining calendar, financial reporting, and use of relevant software for customer relationship management.
- Assist in facilitation of Headwaters at the Comal board meetings, including scheduling, and administration of on-line board management system.
- Manage donor data and records within the developed policies and procedures.
- Manage contracts and process invoices.
- Maintain databases and systems.
- Support marketing and communications, as needed.

---

## Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study: Business, Public Administration,

Work Experience Time Frame: Three Years or

Finance, or related field

More

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

---

## Certification and Licensures Requirements

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

---

## Other Minimum Qualifications

- A self-starter capable of managing and shifting between high level projects and the mechanics of efficient administrative work.
- Ability to work flexible hours, including nights and weekends, for onsite meetings and events
- Strong relationship building and problem-solving skills.
- Ability to manage and accomplish multiple tasks with minimal direction.
- Strong oral and written communication skills with proven record of attention to detail and meeting deadlines.
- Enjoys building and operationalizing new systems to support organization and facility success.
- Confident in interacting with guests and stakeholders

## PREFERRED QUALIFICATIONS

- Experience with customer relationship management system and financial management tools.
- Experience working with local nonprofits, government agencies, or community organizations is a plus.
- Bilingual is a plus.

---

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

- Experience with CRM systems
- Familiarity with design software (e.g. Canva, Adobe Illustrator)
- Experience managing communications tools (e.g. websites, e-newsletter programs, Instagram, Facebook, etc)
- Experience with project management tools (e.g. Smartsheets)

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

Click or tap here to enter text.

### 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.

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

☐ Under Equipment

☐ 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<br>Per Year | Several Times<br>Per Month | Several Times<br>Per Week | Daily                    |
|-------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|---------------------------|----------------------------|---------------------------|--------------------------|
| Extreme Temperature<br>(Heat, cold, extreme temp.<br>change)                              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |
| Wetness and/or humidity<br>(bodily discomfort from<br>moisture)                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |
| Respiratory Hazards<br>(Fumes, gases,<br>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<br>(sufficient to cause<br>hearing loss)                              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>  | <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/> |
| Physical Hazards<br>(High voltage,<br>dangerous<br>machinery,<br>aggressive<br>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<br>(Never<br>Occurs) | Rarely<br>(Less than 1<br>hour per<br>week) | Occasionally<br>(1/3 or more<br>of the time) | Frequently<br>(From 1/3 to<br>2/3 of the<br>time) | Constantly<br>(2/3 or more<br>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 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:** Office Environment

Other: Occasionally Outdoor

---

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