

Job Title: Navigation/New Construction Manager**Job Status:** Full-Time**Department:** Navigation/New Construction**Job Grade:** 610**Reports To:** Director of Customer Solutions**Work Setting:** On-Site**Pay Status:** Exempt**Date Created/Updated:** 3/18/2025**Location:** Customer Solutions Center

Position Summary

NBU is seeking a proactive and customer-focused manager to lead the newly consolidated Navigation/New Construction Department, which integrates the new service navigation and new construction functions into a centralized, customer-focused "one-stop shop." Along with establishing the Navigation/New Construction department as the primary point of contact for builders and developers, this role is dedicated to streamlining processes, enhancing service delivery, and ensuring a seamless transition from project initiation and permitting to permanent utility setup.

The manager will oversee a team of customer advocates, fostering collaboration across city and internal departments to eliminate bottlenecks, improve communication, and drive operational efficiency. Additionally, this position will focus on optimizing workflows, leveraging technology, and refining regulatory guidance to enhance the overall customer experience.

Essential Duties & Responsibilities

Team Oversight & Organizational Development

- Lead, mentor, and support a high-performing team, cultivating a culture of accountability, growth, and collaboration.
- Promote professional development through coaching, cross-training, and access to continued learning opportunities.
- Foster a flexible team structure that ensures staff can effectively manage a wide range of customer types and project scopes.
- Provide team members with clear direction, support, and performance expectations, fostering a cohesive and motivated work environment.
- Ensure team resources are aligned with strategic goals and operational priorities.

Strategy & Performance Management

- Oversee the development and adherence to departmental standards, ensuring effective delivery of utility services.
- Champion a culture of innovation, operational discipline, and results-driven performance within the team.
- Establish and manage departmental goals that directly support broader organizational objectives.
- Develop and maintain accountability frameworks to monitor department performance and outcomes.
- Establish, track, and evaluate performance metrics and key disciplines to drive continuous improvement and operational excellence across the department.
- Provide visionary leadership and strategic direction for complex utility service projects, ensuring alignment with internal strategic goals and organizational priorities.
- Develop and implement strategic initiatives that streamline the new service process and enhance

operational efficiency.

- Lead budgeting and financial planning processes, including forecasting, capital planning, variance analysis, and cost control measures to meet financial objectives.

Operational Management & Execution

- Ensure the successful execution of key operational processes, including initial account setups, meter can distribution, service/work order creation, and the tracking of impact fees and deposits.
- Oversee and improve the usage of City Works and other tools to maintain accurate and timely customer communications and workflow transparency.
- Monitor and manage all key departmental processes to ensure timely and accurate completion.
- Establish effective project review and performance reporting practices, including departmental statistics, board presentations, and internal performance dashboards.
- Develop and enforce operational workflows that meet time-sensitive constraints while maintaining quality and compliance.
- Administer and maintain contracts, renewals, and RFP/RFQ evaluations with precision and adherence to best practices.
- Ensure team adherence to all safety guidelines and regulatory compliance standards.

Customer Advocacy & Service Optimization

- Champion the voice of the customer by embedding customer advocacy throughout the department's practices and processes.
- Ensure the department is responsive, professional, and proactive in addressing customer concerns and inquiries.
- Establish and promote a seamless new service experience, reducing rework and improving clarity for both customers and internal teams.
- Create and sustain a platform where customers and developers can monitor project progress in real-time, enhancing transparency and satisfaction.
- Support a customer-centric service model by clearly defining primary points of contact and maintaining strong, supportive relationships with stakeholders.

Collaboration, Communication & Stakeholder Engagement

- Build and nurture collaborative relationships across internal departments such as Customer Service, IT, Systems Control, Electric and Water Engineering, and Operations to ensure seamless project execution.
- Serve as a liaison with city and county officials, fostering productive partnerships and representing organizational interests effectively.
- Promote cohesive team collaboration and interdepartmental communication to support shared goals and eliminate silos.
- Represent the department in cross-functional initiatives, aligning utility service functions with broader operational and strategic initiatives.

General Responsibilities

- Maintains 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.
- Adheres to NBU safety guidelines and practices at all times and in all situations.
- Maintains a clean and safe work area, office, field site, and vehicle as applicable.
- Maintains strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents.
- Develops and maintains effective customer service skills for communications with co-workers, customers, and the public in general.
- Adheres to NBU policies and procedures.

- Exemplifies NBU Core Values of Integrity, Stewardship, Team, and Safety.
- Participates in and supports initiatives to reach annual NBU Performance Measures.

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: - Equivalent experience, skills, and abilities may be

Work Experience Time Frame: Five Years or More

considered in lieu of degree

Field of Study: Business, Communications

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	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☒	☐	☐	☐
Microsoft Access	☒	☐	☐	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☒	☐	☐	☐
Microsoft PowerPoint	☐	☐	☒	☐

Other Software Knowledge

Harris NorthStar (CIS system) including mCare, Fixed Network, Meter Sense, Silver Springs, Customer Connect, Invoice Cloud (3rd party payment processor), ADP (payroll), Cityworks, Microsoft Office Suite, VPN connectivity, Avaya soft phone, Dynamics GP, Laserfiche.

Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Copier, Scanner, Printer, Receipt Printers, Calculator, Telephone

Physical Demands

Standing: Occasionally

☒ Making Presentations

☒ Observing Work Sites

☒ Observing Work Duties

☒ Communication with Co-Workers

☒ Computer Keyboard

☒ Telephone Keypad

☒ Calculator

☐ Calibrating Equipment

Walking: Frequently

☒ To Other Departments/Office/Office Equipment

Fine Dexterity: Constantly

☒ 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

Other: Click or tap here to enter text.

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
- ☒ 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)	☒	☐	☐	☐	☐	☐

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
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