

Job Title: New Construction Tech**Job Status:** Full-Time**Department:** Customer Service**Job Grade:** 204**Reports To:** New Construction Supervisor**Work Setting:** On-Site**Pay Status:** Non-Exempt**Date Created/Updated:** 11/1/2025**Location:** Customer Solutions Center

Position Summary

The New Construction Technician (NCT) works with internal and external NBU customers to process electric, water, and wastewater service orders to establish new utility service within the NBU service area. In addition, the NCT analyzes subdivision plats, calculates, and collects deposits, customer impact/construction costs, and customer fees/charges for both commercial and residential customers. The individual should have excellent communication skills, a positive attitude, a strong work ethic, attention to detail and accuracy.

Multitasking and stress management skills are essential for this position.

The NCT is highly involved in interacting with external and internal customers, via telephone, email, letter, or in person. In addition, the New Construction Technician performs basic clerical duties such as filing, organizing, printing, copying, etc. and assists in the operational duties of New Construction.

Essential Duties & Responsibilities

ADMINISTRATIVE SUPPORT

- Communicates/corresponds with internal and external customers in person, by phone and email.
- Provides customers with documented quote of fees required for projects
- Releases all service orders for water & electric meters to be set, security & street lights to be installed, and solar installation.
- Maintains files of current projects from beginning to end, including payments and inspections
- Determines need and maintains inventory of office supplies for New Construction office
- Interprets Electric Engineering drawings to determine required service orders to complete projects
- Performs Data entry and analysis
- Submits monthly Impact Fee Reconciliation and Tracking reports to supervisor and manager

FISCAL SUPPORT

- Determines construction and impact fees due for each project; enters fees to be billed to customer's account(s)
- Collects fees using appropriate receipts to have payments applied to customer account
- Ensures that payments are posted properly to account(s) and maintains record of payments
- Completes tasks in work orders that relate to fees
- Creates itemized report for daily deposit of money collected at service center
- Maintains spreadsheet of impact fees collected monthly; creates and reconciles report with accounting on a monthly basis.

COORDINATION BETWEEN DEPARTMENTS

- Coordinates with Electric Engineering staff to determine availability of services, fees, deposits for commercial accounts
- Establishes new accounts and forwards billing information to the appropriate departments
- Communicates with Water Systems Engineering to determine availability of water and wastewater services
- Interprets construction approval and acceptance letters e-mailed from Water Systems Engineering and Water Operations as they relate to projects and relay information to customers
- Filters and relays information to the operations departments once obtained from Engineering and the customer

- Provides explanation of billing regarding placement of services
- Coordinates with the Purchasing Dept when meter cans can be issued to customers upon their request
- Documents internal & external customer communication on appropriate Northstar account and Cityworks to provide current status of projects
- Helps train employees with similar tasks and new processes within and across departmental lines

INTERNAL AND EXTERNAL COMMUNICATION

- Exhibits excellent listening skills and empathy when addressing customer concerns/complaints
- Provides customers with explanation of requirements for establishing new accounts
- Possesses excellent customer service, communication and conflict resolution skills
- Provides commercial customers with explanation of documentation requirements
- Communicates to customers (internal and external) in person, via phone or email regarding new construction issues/projects
- Assists customers with customer service applications and the amount and reasoning for required fees
- Provides water/sewer fees quotes to customer with required fees which are based on meter size and appropriate Impact Fee schedule
- Provides explanation of NBU processes and fees to external and internal customers
- Informs customers on status of projects and appropriate department contacts to move projects through to completion
- Resolves customer issues related to account or project

RESEARCH

- Reviews plats to determine accuracy of customer applications and information in the NBU data base
- Coordinates with the City of New Braunfels on information needed to evaluate projects
- Obtains addressing from the County Engineers Office to create accounts and share information with other departments as needed
- Reviews plats to obtain date of recording to determine proper impact fees to be charged
- Collaborates with other NBU departments to determine service availability and/or location and size of existing service(s); relays information and next steps to customer

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
- 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
- Develops & maintains effective customer service skills for communications with co-workers, customers and the public in general
- Maintains strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adheres to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team and Safety

Participates in and supports initiatives to reach annual NB Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School

Field of Study: General Studies

Diploma/GED

Other: Bilingual in Spanish a plus.

Work Experience Time Frame: One Year or More

Certification and Licensures Requirements

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

Other Minimum Qualifications

- Familiarity with deeds and other County and City records is preferred
- Utilize current versions of computer software and hardware provided by NBU to research customer accounts, perform data entry, and to create other documents that are clear, accurate and grammatically correct.
- Excellent 10 Key and data entry skills
- Ability to efficiently operate various standard office machines like copiers and scanners.

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, Cityworks, Customer Connect, Invoice Cloud (3rd party payment processor), ADP ezLabor (payroll), Online Utility Exchange (Identification verification), Cognos Reporting, Microsoft Office Suite, Laserfiche, Smartsheets

Experience with Machines, Tools, Equipment and Other Work Aids

Telephone, Copier, Computer, Printer, Scanner

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: 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: Rarely

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

- ☐ On Equipment
- ☐ On Step Stool

Pushing/Pulling: Frequently

- ☒ File Drawers
- ☒ Equipment
- ☒ Table and Chairs
- ☐ Hose

Bending: Rarely

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

Climbing: Rarely

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

Crouching: Rarely

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

Crawling: Never

- ☐ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

Vision: Constantly

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

Hearing: Frequently

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

Foot Controls: Never

- ☐ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Twisting: Occasionally

- ☒ From Computer to Telephone
- ☐ Getting Inside Vehicle

Balancing: Never

- ☐ On Ladder

Talking: Frequently

- ☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Other: Click or tap here to enter text.

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: 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