

Job Title: Senior Admin. Assistant Enterprise Communications & External Relations
Department: Enterprise Communications
Reports To: Directors of Enterprise Communications and Director of External Affairs
Pay Status: Non-Exempt

Location: Main Office
Job Status: Full-Time
Job Grade: 202
Work Setting: On-Site
Date Created/Updated: 8/15/2025

Position Summary

The Administrative Assistant role plays a vital part in ensuring smooth operations and advancing the strategic goals of both departments by providing high-level, confidential support to the Directors of Enterprise Communications and External Relations. This position requires exceptional organization, discretion, and the ability to anticipate needs in a fast-paced environment. The Administrative Assistant is responsible for managing calendars, coordinating communications, supporting department initiatives, and maintaining strong relationships across the organization and with external partners. Every email sent, call answered, and meeting coordinated reflects the professionalism and values of the Directors' offices.

Essential Duties & Responsibilities

- Process and reconcile bills, invoices, and Purchase Orders for the Directors and supported departments.
- Manage monthly P-Card transactions and ensure timely reconciliation for the Directors and supported departments.
- Accurately process, track, and verify time and attendance records on behalf of the Directors.
- Prepare professional presentations, reports, and documents using tools such as PowerPoint and Excel.
- Draft and manage requisitions, contracts, correspondence, and other department-related documentation.
- Assist with the development and maintenance of dashboards and tracking tools for data-driven decision-making.
- Organize and prioritize communications, tasks, and deadlines to keep the Directors informed and on schedule.
- Provide coordination support for projects related to employee engagement, talent development, and policy initiatives.
- Provide a weekly update of all pertinent info (from SMEs in each of the departments) from the prior week's meetings.
- Develop and maintain organized electronic and physical filing systems;
- Foster strong, professional relationships across departments while maintaining strict confidentiality.
- Assist in planning and coordinating leadership meetings, workshops, and annual retreats.
- Maintain annual memberships for NBU and its members in various organizations, including processing of fees and completion of the latest version of required forms.
- Coordinate training opportunities with appropriate team members to register for selected trainings, including completion of paperwork and processing of fees, travel, etc.
- Track each department's Budget vs. Actuals and attend quarterly Accounting meetings with team members.
- Assist in onboarding/offboarding employees.
- Order office supplies and manage inbound/outbound mail/deliveries for the team.
- Perform and support special projects and additional duties as assigned.

- Manage the Directors' calendar, appointments, and reminders with efficiency.
- Provide comprehensive meeting support, from scheduling and logistics to preparing materials and documenting outcomes.
- Take accurate and concise meeting notes, highlighting key decisions and responsibilities.
- Screen and prioritize incoming communications (calls, emails, mail), exercising sound judgment to determine priority and respond as appropriate on behalf of the Directors.

General Responsibilities

- Maintain regular attendance; leave schedule should be managed so as to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all time and in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Develop and 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
- Exemplified NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School

More Field of Study: General Studies

Diploma/GED

Other: Some College or advanced education

Work Experience Time Frame: Three Years or

preferred

Certification and Licensures Requirements

Valid Texas Driver's License required

Other Qualifications

Behavioral Competencies

- Organizational skills. Consistently manage workloads effectively, use resources efficiently, and orchestrate multiple activities at once to accomplish a goal. Ensure that all follow-up responsibilities are completed timely and with minimal supervision.
- Anticipate, improvise, and adapt for optimal resolutions.
- Communication skills. Ability to write clearly and succinctly. Communicate effectively with Executives to express thoughts and ideas clearly.
- Process Oriented. Good at figuring out the processes necessary to get things done, knows how to organize people and activities, understands how to separate and combine tasks into efficient work flow, understands business needs and trends and can see opportunities for synergy and integration.
- Attention to Detail. Double-checks the accuracy of information and work product to provide accurate and consistent work.
- Provides information on a timely basis and in a usable form to others who need to act on it. Carefully monitors the details and quality of own work. Completes all work according to procedures and standards.

Preferred Qualifications

- Fluency in Spanish 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 type="checkbox"/>	<input checked="" 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

SmartSheets or other workflow process software

Experience with Machines, Tools, Equipment and Other Work Aids

None

Physical Demands

Standing:

Frequently

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

Sitting:

Frequently

- Desk Work
- Meetings
- Driving

Fine Dexterity:

Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Reaching:

Frequently

- For Supplies
- For Files

Walking:

Frequently

- To Other Departments/Office/Office Equipment
- Around Worksite

Handling:

Constantly

- Paperwork
- Monies

Lifting:

Rarely

- Supplies
- Equipment
- Files

Kneeling:

Occasionally

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

Carrying:

Occasionally

- Supplies
- Equipment
- Files

Pushing/Pulling:

Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing:

Frequently

- Stairs
- Ladder

- Step Stool
- Onto Equipment

Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Works

Foot Controls: Occasionally

- 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

Other: Click or tap here to enter text.

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

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	<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: Office

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