NEW BRAUNFELS UTILITIES

JOB DESCRIPTION

Job Title: Customer Service Representative

Department: Customer Service

Reports To: Customer Service Supervisor

Pay Status: Non-Exempt

Location: Customer Solutions Center

Job Status: Full-Time

Job Grade: 202

Work Setting: Office

Date Created/Updated: 4/30/2026

Position Summary

The Customer Service Representative (CSR) serves as a primary point of contact for customers across Customer Service functions, delivering accurate, timely, and solution-oriented support for utility services. This role requires a high level of accountability, independent judgment, and ownership of customer interactions from inquiry through resolution. The CSR is responsible for navigating and utilizing multiple systems simultaneously to access, interpret, and update customer account information while maintaining accuracy and efficiency in a fast-paced environment.

The CSR applies strong critical thinking and problem-solving skills to assess complex customer issues, determine appropriate actions, and implement effective resolutions with minimal supervision. This includes researching discrepancies, processing transactions, coordinating service requests, and making account adjustments in accordance with established policies and procedures.

Working across various service channels, including phone, in person, and written communication, the CSR must effectively manage competing priorities, multitask without compromising quality, and maintain composure in high-pressure situations. The role requires close collaboration with internal departments such as operations, engineering, field services, and finance to ensure seamless service delivery and accurate information flow. The ideal candidate excels in a collaborative work setting and is comfortable operating within a shared environment.

Additionally, the CSR must demonstrate the ability to sustain focus and perform effectively despite typical workplace distractions, as this is a core expectation of the role. In addition to customer-facing responsibilities, the CSR performs administrative and clerical functions and may rotate across multiple service areas with minimal notice. Success in this position requires professionalism, adaptability, technical proficiency across multiple platforms, and a commitment to delivering consistent, high-quality customer experience.

Essential Duties & Responsibilities

Customer Account Management & Service Delivery

- Obtain, verify, and maintain accurate customer account information while ensuring confidentiality; clearly explain utility billing, charges, and account activity.
- Process service requests, including connects, disconnects, and transfers; verify applicant identity and review account history for outstanding balances.
- Research, investigate, and resolve customer inquiries, complaints, and discrepancies using sound judgment and established policies.
- Educate and advise customers on billing calculations, rate structures, service policies, and available programs, including payment options, assistance programs, and deposit alternatives.
- Demonstrate strong interpersonal skills, including active listening, empathy, and the ability to effectively manage complex or escalated customer interactions.
- Maintain awareness of departmental functions and coordinate with internal teams to ensure efficient resolution of customer requests.
- Maintain thorough knowledge of utility rates, policies, governing ordinances, and service conditions to ensure accurate customer guidance and compliance.

Billing, Payments & Financial Processing

- Accurately process and apply payments (cash, check, money order, credit card, electronic payments, vouchers) to appropriate customer accounts.
- Prepare, reconcile, and balance daily cash drawers, deposits, and transaction records in accordance with financial controls and procedures.

- Complete deposit-related activities, including deposit application, transfers, distribution journals, and creation of deposit payment arrangements.
- Research and resolve payment discrepancies, including returned payments, misapplied transactions, and fee reversals, process billing adjustments, refunds, and credit balances as appropriate.
- Generate and manage financial and operational reports, including reconciliation reports, credit/refund reports, and transaction summaries.
- Ensure compliance with audit standards, dual-control processes, and fraud detection and prevention practices.

Systems, Data Management & Technical Proficiency

- Utilize multiple systems and tools (e.g., CIS/Northstar, MeterSense, payment platforms) to access, analyze, and update customer and billing data.
- Record detailed and accurate account notes, transactions, and customer interactions in all required systems.
- Perform meter data analysis, schedule re-reads, and support billing accuracy through usage comparisons and adjustments.
- Troubleshoot basic system or technology issues and effectively navigate various digital platforms and online portals.
- Use Microsoft Office and related tools to prepare correspondence, reports, and spreadsheets for internal and external communication.

Administrative & Operational Support

- Perform general administrative duties, including scanning, filing, organizing, mail distribution, record retention, and maintaining accurate documentation systems.
- Manage inbound communications across multiple channels, including phone, email, and route inquiries appropriately.
- Maintain an organized and professional customer service environment
- Complete end-of-day and periodic closing procedures, ensuring accuracy of reports and financial balances.
- Assist with cross-functional tasks and rotate across service areas as needed to support operational demands.

Performance, Collaboration & Continuous Improvement

- Manage multiple priorities and responsibilities simultaneously, maintaining accuracy and productivity in a high-volume, fast-paced environment.
- Demonstrate accountability, sound judgment, and critical thinking in resolving both routine and complex issues.
- Maintain composure and effectiveness under pressure, including during periods of heavy workload and frequent interruptions.
- Collaborate effectively within a shared work environment and across departments to support service excellence.
- Participate in training initiatives and support onboarding and development of team members.
- Contribute to continuous process improvement by identifying opportunities to enhance efficiency, accuracy, and customer satisfaction.

General Responsibilities

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects 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 Safety, Team, Integrity, Responsibility and Service.
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Work Experience Time Frame: One Year or More

Field of Study: General Studies

Other: - One year of experience in customer service relations, preferably in utilities.
- Bilingual in Spanish is preferred

Certification and Licensures Requirements

Click or tap here to enter text.

Other Minimum Qualifications

- 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, scanners, and faxes.

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, Customer Connect, MeterSense, and Fixed Network, ADP ezLabor (payroll), DataProse (outsourced bill mailer), Halogen (evaluations & training mgmt.), Scanner, Invoice Cloud (3rd party payment processor), Laserfiche (electronic document storage), Online Utility Exchange (Identification verification), MilSoft and Microsoft Office Suite.

Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Copier, Fax Machine, Scanner, Printer, Calculator, Telephone

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: Constantly
☒ Desk Work
☒ Meetings
☐ Driving

Reaching: Occasionally
☒ For Supplies
☒ For Files

Handling: Constantly
☒ Paperwork
☐ Monies

Kneeling: Occasionally
☒ Filing in Lower Drawers
☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Frequently
☒ File Drawers
☐ Equipment
☒ Table and Chairs
☐ Hose

Climbing: Rarely
☐ Stairs
☐ Ladder
☒ Step Stool
☐ Onto Equipment

Vision: Constantly
☒ Reading
☒ Computer Screen

Other: Click or tap here to enter text.

☐ Driving
☐ Observing Worksite

Foot Controls: Never
☐ 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: Constantly
☒ 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 is 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