

Job Title: Water Protection Specialist**Job Status:** Full-Time**Department:** Water Treatment & Compliance**Job Grade:** 401**Reports To:** Water Protections Supervisor**Work Setting:** On-Site**Pay Status:** Non-Exempt**Date Created/Updated:** 7/10/2025**Location:** Surface Water Treatment Plant

Position Summary

The Water Protection Specialist works under general supervision and is responsible for protecting NBU's Public Water System from contamination by reviewing plans, inspecting residential and commercial development, interpreting complex water protection regulations, and maintaining a program to enforce applicable federal, state, and local regulations that govern backflow prevention devices, cross connections, auxiliary and reclaimed water systems, and private fire hydrant and protection systems.

Essential Duties & Responsibilities

CUSTOMER SERVICE INSPECTIONS

- Assists in the management of NBU's Customer Service Inspection program on new connections
- Performs Customer Service Inspections when required
- Ensures NBU's CSI program meets all regulatory requirements
- Participates in public outreach efforts and training
- Identifies areas of non-compliance and recommends enforcement strategies when required

BACKFLOW ASSEMBLIES

- Inspects and ensures that all backflow assembly installations meet regulations and manufacturer's specifications
- Ensures that all NBU-owned backflow assemblies are tested and maintained at the required interval
- Ability to assemble, disassemble, repair, maintain, and clean backflow assemblies
- Inspects hoses or cross connections from fire hydrants, irrigation systems, or other hazards
- Meets with contractors, testers, or other personnel to ensure all backflow assemblies are installed and tested properly
- Identifies areas of non-compliance and recommends enforcement strategy when required

DOCUMENTATION AND REPORTING

- Assists in managing the process for ensuring NBU is compliant with all regulations related to tester qualifications, instrument calibration, test reports, customer notifications of testing requirements, and all other applicable information
- Ensures reports for Customer Service Inspections and Backflow Prevention Tests are documented correctly in NBU's software management system
- Provides input into the development of pertinent policies, standards, and ordinances
- Assists in the administration of NBU's Backflow Policy
- Participates in regulatory audits when necessary

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, Team, Culture and Safety
- Participates in and supports initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: Three Years or More

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

Certification and Licensures Requirements

- A valid Class C Texas Driver's License is required to operate a company vehicle.
- TCEQ Backflow Assembly Tester License (BPAT)
- TCEQ Customer Service Inspector License (CSI)

Other Minimum Qualifications

- Experience in any public water system is recommended
- TCEQ Water Operator License is recommended
- TCEQ Landscape Irrigation Inspector License (II) is recommended
- TCEQ Licensed Irrigator (LI) is recommended

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

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

Experience with Machines, Tools, Equipment and Other Work Aids

Fax Machine, Copier, Scanner, Test Gauge, Hand Tools, Motor Vehicle, Telephone, Computer

Physical Demands

Standing: Frequently

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

Fine Dexterity: Frequently

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☐ Calculator
- ☐ Calibrating Equipment

Walking: Frequently

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

Lifting: Occasionally

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Carrying: Rarely

- ☒ Supplies
- ☒ Equipment
- ☒ Files

Sitting: Frequently

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

Reaching: Occasionally

- ☒ For Supplies
- ☒ For Files

Handling: Constantly

- ☒ Paperwork
- ☐ Monies

Kneeling: Rarely

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

Pushing/Pulling: Rarely

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

- ☐ Hose

Climbing: Never

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

Vision: Constantly

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

Foot Controls: Occasionally

- ☐ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Never

- ☐ On Ladder
- ☐ On Equipment
- ☐ On Step Stool

Bending: Occasionally

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

Crouching: Rarely

- ☒ 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: Frequently

Workers/Public

☒ Communication Via Telephone/Radio/To-Co-

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: Office Environment

Other: Outdoor / Field

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