



**KERRVILLE
PUBLIC
UTILITY
BOARD**

JOB DESCRIPTION

TITLE: Operations & Field Services Support Specialist

DEPARTMENT: Operations

POSITION STATUS: ☒ Full Time ☐ Part Time

REPORTS TO: Director of Operations

FLSA STATUS: ☐ Exempt ☒ Non-Exempt

JOB SUMMARY:

Provides administrative support to the KPUB Operations Department, including managing the workflow of utility service orders and work orders from initiation through completion. Collaborates with department staff to improve processes for handling paperwork, maintaining records and files, and ensuring efficient information flow. Also supports dispatch operations and on-call coordination for field services, assists with general administrative tasks, and provides support to the Substation and SCADA teams.

RESPONSIBILITIES:

Administrative & Operational Support

- Assist Operations and Engineering with document preparation, including project updates, customer notifications, and technical materials.
- Create and process purchase requests for Operations and other departments as needed.
- Coordinate and complete expense reports for the Operations group.
- Assist with the coordination of travel arrangements for Operations personnel, including scheduling, lodging, and related logistics.
- Maintain office supply inventory and order supplies as needed.
- Perform other duties as assigned by the Director of Operations, Supervisor of Field Services, or General Manager.

Work Order & Service Coordination

- Assign service orders to appropriate personnel and monitor progress based on customer requests or operational needs.
 - Prepare construction work order packets and route them to internal and external stakeholders.
 - Support financial closeout of work orders, including material reconciliation.
 - Assist with verification of multi-meter service locations
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Reviewed By/Title: Annette Gonzales/Director of Human Resources

Approved By/Title: Larry Lee, Director of Operations & Howard Hall, Supervisor of Field Services

Last Revised Date:

Date Issued: April 29, 2026



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- Maintain Perspectives and Workflow tasks within the NISC Scheduler system.

Dispatch & Field Coordination

- Serve as a system dispatcher as needed.
- Participate in the on-call rotation for dispatch coverage.
- Attend the annual banner lottery meeting at City of Kerrville.
- Coordinate banner installation and removal for the Cities of Kerrville and Ingram.
- Assist in maintaining phasing verification data in the NISC Outage Management system.

Records, Compliance & Reporting

- Coordinate records management, including collecting, organizing, and digitizing departmental records.
- Track and maintain quarterly Visual Meter Inspections (VMIs).
- Track and maintain quarterly Line Clearance Requests (TTR)
- Maintain logs of inspected lines and provide updates to Engineering to support mapping accuracy.
- Track and report tree trimming crew hours for record-keeping and analysis.
- Prepare and distribute monthly substation performance reports; work with the Supervisor of Field Services to review findings and coordinate with Engineering to obtain area maps for the tree-trimming foreman
- Assist in the preparation of quarterly reliability report

Fleet & Asset Management

- Manage fleet operations, including tracking vehicle mileage and coordinating maintenance, repairs, and recall appointments.
- Prepare and submit monthly fuel reports and assist with resolving system-related discrepancies.
- Support monthly fleet closeout by coordinating with accounting to ensure accurate reconciliation.
- Monitor and manage inventory levels of non-stock fleet materials, including antifreeze, DEF fluid, oil, chainsaw supplies, and transmission, brake, and steering fluids.
- Assist with vehicle assignments in the AVL system.

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- Review Fuel Master vehicle diagnostics on a daily basis; identify issues and coordinate repairs for Fuel Master systems as needed.

Purchasing & Financial Coordination

- Review and submit purchasing requisitions to Accounting in a timely manner.
- Assist in the preparation and submission of operational bids.
- Review blanket purchase orders with leadership to ensure accuracy and alignment with operational needs.

Substation & SCADA Support

- Process and track orders for specialty parts and non-inventory items.
- Coordinate and track oil sample shipments.
- Assist with the implementation and tracking of the CT/PT verification program.
- Track testing schedules and rotation of rubber goods.
- Maintain and track monthly substation inspections records.
- Coordinate and support annual thermography inspections.

Process Improvement & Efficiency

- Track key metrics like turnaround times and backlogs.
- Identify opportunities to improve processes to improve efficiency, performance, and customer experience.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent, plus four (4) years of related experience.
- Knowledge of utility operations, real estate, or accounting is a plus.
- Proficient with computers and Microsoft Office; experience with NISC, FuelMaster, AVL, SCADA, and Landis+Gyr is a plus.
- Strong organization and time management skills with attention to detail.
- Ability to solve problems, analyze information, and make sound decisions.
- Good written and verbal communication skills.
- Valid Texas driver's license with a good driving record.
- Must be bondable.



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ESSENTIAL FUNCTIONS & WORKING CONDITIONS

- Perform primarily office-based work, including sitting for extended periods while using a computer and standard office equipment.
- Occasionally lift and move materials up to 25 pounds.
- Communicate in person, by phone, and electronically.
- Handle multiple tasks, deadlines, and interruptions in a fast-paced environment.
- Participate in on-call rotation and respond to after-hours needs as required.
- Work with field personnel, with limited exposure to outdoor environments or job site conditions.
- Ability to travel locally as needed for meetings, training, or operational support.



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JOB DESCRIPTION ACKNOWLEDGEMENT

EMPLOYEE STATEMENT OF UNDERSTANDING:

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN KERRVILLE PUBLIC UTILITY BOARD (KPUB) AND THE EMPLOYEE. Nothing in this position description restricts KPUB's ability to assign, reassign or eliminate duties and responsibilities of the job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Date:

Employee's Name (Please Print)

Current Job Title

This signed job description will be placed in your personnel file.

Position Title:
Date Issued
Last Revised: