

C-33966 Sr. Established Service Rep

Description:

Pay group: 16

Location: Syracuse

Supervisor: Christopher Richardson

Unposting Date: 08/16/2022

About the Position:

- Perform all ESR1, ESR2, and ESR3 tasks as needed;
- Perform regulatory tasks (i.e., Soft Off Program, upkeep of customer accounts and record keeping);
- Handle all reinstatement requests per gas cuts;
- Handle escalations and/or inquiries; solicit Management assistance if needed;
- Assist in the training and delegation of work for ESR 1, 2 and 3; including classroom training, procedural updates and materials;
- Review work of ESR 1, 2 and 3 for quality and accuracy for the purpose of identifying training needs;
- Assist with preparation and process of reports and provide adhoc reporting as assigned; and
- Assist on special projects entailing work covered by this Agreement, which will be discussed with Local 97 prior to commencement of this project.

Qualifications:

- Must pass PC-SIMS Test
- High School Diploma or Equivalent
- Experience using STORMS and CSS applications
- Experience as an ESR3 preferred

Only bids received on or before the above close date will be given consideration. Email bids to RecruitingNY@nationalgrid.com or fax bids to (315)401-7890.

Bidders seeking to be considered for posted positions have the responsibility to fully set forth their qualifications on the job vacancy bid form. Candidates will be considered based on their seniority and the information provided on, or attached to, the bid form. Candidates who choose to submit incomplete forms may be deemed unqualified or ineligible for the posted position.

Requisition ID 33966 - Posted 08/10/2022 - (Syracuse Erie Blvd 5210) - United States - New York - Customer Experience and Marketing