

# C-38290R Customer Rep Office of the President

## Description:

**Pay Group: 18**

**Location: Syracuse**

**Supervisor: Patrick Murray**

**Unposting Date: 01/31/2023**

## About the Position:

### Job Responsibilities:

Under general supervision to review and process all types of related data; communicate with customers or their representative and explain and/or initiate applicable procedures relative to billing, collection, deposit, shared metering and services policies in conformance with Company regulations, guides and practices; perform all required clerical functions in accordance with prescribed procedures within the department; and assist in the training of other employees as required.

### Job Qualifications:

- Must pass The Office of the President Entrance Assessment and PC Sims Assessment
  - Must have ability to use objective judgment, think clearly and logically and handle contacts with customers in a courteous and tactful manner in connection with job duties
  - Must have knowledge of applicable Company and governmental regulations and policies.
  - AAS Degree or 60 hours towards actively pursuing a BS/BA Degree or related experience
    - Acceptable Degrees include but not limited to Administrative, Management, Finance, Accounting, Education, Psychology, Engineering, Paralegal Studies, Business, Criminal Justice
- AND
- 3 years within Revenue Cycle Management (RCM) work group under RCM-3 or RCM-4 levels within last 5 years
- OR
- 5 years customer contact experience (Customer Call Center)

The Company and Local 97 agree to renegotiate this job spec when there are no longer 97 Blue Book agents in the call center or Revenue Cycle Management.

**Only bids received on or before the above close date will be given consideration. Email bids to [RecruitingNY@nationalgrid.com](mailto: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.**