

C-62534 Established Service Rep 3A (3)

Description:

Pay Rate:

Location: Syracuse

Supervisor: Christopher Richardson

Unposting Date: 02/18/2025

About the Position:

Perform all ESR1 and ESR2 tasks as needed;

- Handle non-managed customer service request (simple to medium complexity related service work);
- Act as a single point of contact for all work covered by this agreement;
- Determine billing process in accordance with filed tariffs including confirming CIAC and adding billing comments on accounts not managed by RAS;
- Perform proactive dependency management throughout the life cycle of the work request as it relates to work covered by this Agreement;
- Proactively call customers at various points in the process to renegotiate “required by” dates as necessary;
- Interface with various internal stakeholders to address delays and resolve conflicts with respect to dependency due dates for all work covered by this agreement;
- Close interface with scheduling to communicate and drive customer need date attainment for all work covered by this agreement;
- Schedule disconnect reconnect appointments for all work covered by this agreement;
- Assess simple customer load data;
- Send all applicable forms, letters and literature to process customer requests (i.e. demo, double wood, pool violations);
- Review work for quality and accuracy of ESR1 and ESR2 for the purpose of identifying training needs;
- Transfer and assign order to appropriate job owner;
- Support job owner escalations from ESR1 and ESR2;
- Notify and reschedule appointment cancellations with customer;
- Administer City of Buffalo emergency demo’s;
- Create work orders for new/upgraded traffic signals;
- Process daily, weekly, monthly, quarterly exception reports (i.e. Storms, Business objects, CSS);
- Assist in training for ESR1 and ESR2; and
- Assist Customer Connection Programs (i.e., Connects Program)

Job Qualifications:

- Must pass PC-SIMMS Test
- High School Diploma or Equivalent
- Experience using STORMS and CSS Applications
- Passage of the ESR3 qualification checklist set forth on exhibit 6 to this agreement

ESR 3 shall post and bid to Senior ESR3, per the terms of this agreement and the local 97 Collective Bargaining Agreement.

Many of the terms and conditions of employment for this position are defined by the current L97 and/or L97C collective bargaining agreements (CBA’s). Employees awarded positions are subject to and bound by the terms of these CBA’s as well as other agreements (MOA’s, MOU’s, ...) between the Company and Union. If you have any questions please contact a L97, L97C Union Steward.

L97C bidding procedure:

All employees who are covered by the terms of the L97C CBA (Gold Book) are required, starting May 5, 2024, to submit job bids on or before the above close date **electronically through the Sodales job bidding system**. Employees must submit bids through Sodales for both Gold and Blue Book positions. The Company will not be accepting bids from L97C represented employees via email, fax or paper going forward. Information on accessing and using Sodales can be found on [Gridhome](#), as well as this link sending you directly to [Sodales](#).

Candidates will be considered based on their seniority and the information provided on your application. Candidates who choose to submit incomplete applications may be deemed unqualified or ineligible for the posted position.

L97 bidding procedure:

All employees who are covered by the terms of the L97 CBA (Blue Book) are required, to submit bids on or before the above close date electronically through Sodales job bidding system (**highly recommended**), emailing bids to RecruitingNY@nationalgrid.com or fax bids to (315)401-7890.

Bidders seeking to be considered have the responsibility to fully set forth your 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.