

# E-44990 Service Representative C

**Description:**

**Pay Group: 20**

**Location: Troy**

**Supervisor: Wendell Bumpers**

**Unposting Date: 07/05/2023**

**About the position:**

Under general supervision to perform the highest level of metering services activities and investigate customer complaints. Specific duties include, but may not be limited to, the following;

- All Service Representative Helper, Service Representative ANP, Service Representative A and Service Representative B duties
- Investigate shocks, suspected grounds and abnormal voltages
- Investigate dim/flickering lights
- Use of telepole
- Investigate, inspect and repair connections and repairs at the weatherhead and hand hole
- Shared metering, high bill and theft of service investigations
- Set/remove recording devices
- Change test blocks, make minor load inventories
- Inspect service wiring
- Set/change connect/remove three (3) phase meters
- Change meter block and clips in single-phase and three-phase meter channels
- Inspect customer-owner gas services
- Make minor adjustments to electric and gas appliances.
- Respond to no heat (troubleshoot)
- Respond to carbon monoxide (locate source)
- Investigate elevated gas pressure
- Perform gas meter differential tests
- Install leak clamps on services
- Clear gas services (freeze ups) with outside meters
- Install temporary service-URD
- Install temporary service entrance

**Job qualifications:**

- Must have valid driver's license
- Must have or obtain a valid USDOT Medical Card (in applicable locations)
- Must have two (2) years' experience as Service Representative B
- Must have satisfactorily completed Service Representative C schools for all duties in this classification
- Must possess a thorough knowledge of company service policy and practices,
- Must possess the ability to handle customer contacts satisfactorily and communicate effectively

**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.**