

# E-45726 Service Representative A

**Description:**

**Pay Group: 13**

**Location: Albany**

**Supervisor: Thomas Paff**

**Unposting Date: 08/01/2023**

**About the position:**

Under general supervision to perform metering services activities; including, but not limited to, the following:

- All Service Representative Helper and Service Representative ANP duties.
- Curb box inspections, public building surveys and visual regulator vent inspections.
- Gas ERT changes.
- Connect single-phase electric meters.
- Disconnect gas/electric meters including three-phase.
- Remove size 425 or smaller gas meters.
- All meter programming; Electric and Gas

Also, perform field collections activities including:

- Review and process account data.
- Contact and interview customers or their representative and initiate applicable procedures relative to the collection and service policies and in conformance with Company and regulatory standards.
- Perform the necessary clerical functions.
- Evaluate conditions encountered on customers' premises.
- Make decisions and take actions in conformance with all applicable regulations, guides and practices.
- Conduct health impairment inspections.
- Replevin (socket meters only)

May also be deployed for emergency work to stand by down wires.

**Job Qualifications:**

- Must have valid driver's license
- Employees entering CMS from other than P&M (Production & Maintenance) job classifications will be subject to administration of the HR background Checking Guidelines for Drivers
- Must have or obtain a valid USDOT Medical Card (in applicable locations)
- Must pass the validated aptitude test
- Must pass physical abilities test
- Must have one year's educational background in electrical, mechanical, gas theory or HVAC ;
- Must have either:
  - 6 months or more experience as Service Representative ANP; OR

- 18 months or more Company experience in a mechanical series
- Must satisfactorily complete Service Representative A school for all duties in this classification
- Working knowledge of company and regulatory requirements regarding collections policies and practices.
- Must possess the ability to use hand tools and to handle customer contacts satisfactorily
- Applicant may be required to demonstrate this required level of knowledge.

**NOTE:** Employees who demonstrate aptitude for the work and establish a satisfactory record during 12 months' performance in this position will be progressed to Service Representative B. Satisfactory record must include successful completion of Service Representative B school.

**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.**