

# E-48830S Service Representative A

**Description:**

**Pay Rate:**

**Location: Albany**

**Supervisor: Daniel Wiecek**

**Unposting Date: 02-27-2024**

**About the position:** Under general supervision to read customers' meters as assigned and record using a variety of media; upload/download meter reading data in Itron; read and reset demand registers; report all inactive meters showing use and obtain name and previous address of user, if possible; report all defective meters and irregular conditions; report all suspected theft and gas leaks upon discovery; list all skipped readings and retrace route to pick up skips.

Specific duties include, but may not be limited to, the following:

- Drive and operate Automated Meter Reading equipment and upload/download data
- Report unusual conditions
- Reset demand meters and install reset seals
- Install temporary meter seals
- Verify meter number and read
- Check multiplier and constant
- "Read meter only" type service orders, i.e verify meter number, check estimate read
- Assist with gas fitting work
- AMR/ ERT functional check (Read One)
- Guard down wires during storms following initial identification.

May also be utilized as a rider for designated two-person areas; assist with higher level metering services work and 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 validated aptitude test
- Should be intelligent, possess the ability to handle customer contacts satisfactorily, and be capable of moderately strenuous work with aptitude for some phase of operational activity.

Note: This is a non-progression job.

**Please be advised that due to the nature of this position, incumbents are subject to federal Drug & Alcohol safety regulations governing US Department of Transportation ("DOT") covered positions, including the Federal Motor Carrier Safety Administration (FMCSA) and Pipeline Hazardous Material Safety Administration (PHMSA). As such, the Company's testing programs and policies regarding the use of federally prohibited drugs or alcohol, for recreational or medical purposes, will remain in effect for these safety-sensitive, DOT covered positions**

**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.**