

E-56136 Gas Design Support Representative A

Description:

Pay Rate:

Location: Albany

Supervisor: Jessica Dell

Unposting Date: 07/02/2024

About the position:

Under direct supervision, the Gas Design Support Representative will be support for the customer process on all non-managed gas construction projects. The Gas Design Support Representative will work in conjunction with the Gas Design Representatives to assist them in fulfilling customer driven requests for gas. The Gas Design Support Representative will help ensure customer satisfaction is achieved through proactively supporting gas design customer work as described below:

- Act as a point of contact for non-managed customers to provide support, help resolve issues, to ensure customer gas construction jobs are timely, communicated, and delivered
- Assist and support Gas Design Representatives on all non-managed customer work
- Invoicing provided by Design Representatives and corresponding stakeholders
- Customer account research/updates/order cancellation by utilizing all applicable company software system(s) including but not limited to Customer Work Orders, Service Cards, Customer Accounts, etc.
- Stakeholder Communications/Engagement; work with other areas of the business to leverage communications and customer engagement
- Send letters and electronic communication as needed with customers, internal and external stakeholder(s)
- Maintain customer information as needed for Gas Design Representatives
- Receive customer data/information and process as needed
- Create retirement orders related to NYS/PSC mandated programs
- Support design function for gas service reinstatements
- Soft off, Regulatory Requests and Reinstatements

Job Qualifications:

- Must have held a Company position dealing with Gas related operations for a minimum of one year.
- 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 a thorough knowledge of applicable Company policies and procedures
- Must pass validated aptitude test.

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.