

# E-60844 Service Representative C

**Description:**

**Pay Rate:**

**Location: Gloversville**

**Supervisor: Michael Blackwood**

**Unposting Date: 10-29-2024**

**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

**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.**

**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](mailto: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.