

# G-38392 EAAP Representative 2 (2)

**Description:**

Pay Group: 37

Location: Syracuse

Supervisor: Lisa Rapple

Uposting Date: 11/22/2022

**About the Position:**

Under general supervision have the ability to perform the following job duties, responsibilities, and qualifications, perform work included, but not limited to:

**Duties and Responsibilities:**

- All duties in the EAAP 1 job specifications
- Advances Energy Affordability and Assistance programs related to billing corrections including (No bill, Cancel/Rebill)
- Support EAAP management in day-to-day Operations
- Relevant reporting and processing including daily and exceptions
- Escalated program concerns and inquiries
- Employee knowledge sharing and providing job training opportunities
- Assisting/Building and Update representative skills for different Energy Affordability and Assistance programs (EAP/AMP/or future programs) related skills

**Qualifications:**

- Post and Bid from EAAP series with a minimum of 1 year in EAAP
- Must pass knowledge-based test

**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.**

Requisition ID 38392 - Posted 11/16/2022 - (Syracuse Erie Blvd 5210) - New England Jurisdiction - United States - New York - Customer Experience and Marketing