

# G-38398R EAAP Representative 1

## Description:

Pay Group: 36

Location: Syracuse

Supervisor: Lisa Rapple

Uposting Date: 12/13/22

**Special Note:** This position will be awarded at the C level with a pay rate of \$17.77 an hour. The hours of operation are M-F 8:00am-4:30pm.

## 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:

- Process/reply to documents, faxes, emails, scanning, return mail and shredding
- Email/Web Exceptions
- WFM's related to Energy Affordability and Assistance Programs/Correspondence WFM's related to EAAP tasks
- Update account information
- Arrears Calculations
- Mailing Address Changes
- Provide General Account Information
- Inbound/Outbound Phone Calls
- Calculate and prepare payment agreements on accounts and other collection activities
- Take payments and issue credits
- Outbound call campaigns
- Budget (balanced) billing
- Electric outage orders
- Other tasks related to Energy Affordability and Assistancess Programs
- Basic Energy Affordability and Assistance programs related billing issues
- Support National Grid Consumer Advocates and Advocacy Programs

## Qualifications

- Education: High School Diploma or Equivalent
- PC-SIMS test required
- EAAP Representative 1A shall progress to EAAP Representative 1B at 6 months
- EAAP Representative 1B shall progress to EAAP Representative 1C at 6 months
- EAAP Representative 1C shall progress to EAAP Representative 1D at 6 months
- EAAP Representative 1D shall progress to EAAP Representative 1E at 6 months

**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.**

Requisition ID 38398 - Posted 12/07/2022 - (Syracuse Erie Blvd 5210) - New England Jurisdiction - United States - New York - Customer Experience and Marketing