

G-39549 Established Service Rep 1 (10)

Description:

Pay Group: 44

Location: Syracuse

Supervisor: Steven Spaeth

Unposting Date: 02/07/2023

About the Position

Under general supervisor have the ability to perform the following job duties, responsibilities, and qualifications, including without limitation:

Duties and responsibilities:

- Residential Moves and AI process
- Update/review customer information;
- Utilize Company information systems to triage, track update activities;
- Apply the prescribed company standards guides, specifications practices and procedures;
- Perform FACTA requirements;
- Issue/Reissue field orders;
- Process payments;
- Collection Process-UCB, active collections and collection arraignments;
- Triage contractor calls;
- Issue emergency ESR;
- Process ESR' GSR requests, with corresponding AI components
- Set up premise for initial connection orders;
- New/Upgrade/Fast Track/Demolition/ Relocation Services;
- Transfer and Assign order to appropriate IL2 & IL3 Job Owner;
- Administer municipal inspection process;
- Maintain Multi Meter Sets/Connects to field for residential and commercial accounts not manager by RAS;
- Process Web/Email/Right Fax orders associated with initial connection orders;
- Real time AI document review process;
- Review, assign and add documentation in STORMS and CSS applications;
- Process miscellaneous WFMs to progress job completion;
- Send all applicable forms and literature to process customer requests;
- Storm/ Outage Backup Support;
- Initial Rate classification assignments; and
- Issue Gas/Electric Emergency Outage Orders

Job Qualifications:

- Must pass Korn Ferry assessment
- Establish Service Representative 1 shall progress to Establish Service Representative 1A at 12 months
- Establish Service Representative 1A shall progress to Establish Service Representative 1B at 12 months
- Establish Service Representative 1B shall post and bid to Establish Service Representative 2

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.