

G-42086 Workforce Mgmt Rep (2)

Description:

Pay group: 38

Location: Syracuse

Supervisor: James MacVicar

Unposting Date: 04/04/2023

About the Position:

Under general supervision have the ability to perform the following job duties including but not limited to:

- Answer incoming calls from Employees
 - Sick including processing disability absence report
 - Time off request (same day)
 - Employees calling to state they will be late
- Work requests received in WFM shared mailboxes
 - Time off request
 - Absence Management
 - Overtime
 - Schedule Adjustments
- Miscellaneous schedule adjustments as requested by analysts
- Process return to work disability absence report when agent returns from being out
- Data entry into the Workforce Management System

Job Qualifications:

- Educations: High School Diploma or Equivalent
- PC-Simms test required

WFM Representative 1 progress to WFM Representative 1A at 6 months

WFM Representative 1 progress to WFM Representative 1B at 6 months

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.