

# G-42488 Customer Service Rep II (20)

## Description:

Pay Group: 04

Location: Syracuse

Supervisor: Dennis Donovan

Unposting Date: 04/18/2023

## About the Position:

Under general supervision, handle fundamental customer contacts, including, but not limited to, the following:

- Connect/Disconnect Residential
- Payments
- Issue TONP (cut in after payment satisfied)
- Balance Billing Payments
- Payment Agreement/Collections Arrangement
- Financial Statements
- Electric Outages
- Update Account Information
- All Residential billing inquiries including Net Metering and Solar billing
- Issuing orders for high usage investigations
- Life Support
- Field Orders/Emergency Orders
- Trouble Reporting
- Mix Metering Calls
- Off-line work - General - Customer Correspondence
- Transfer excess credit/refunds
- High Bill Investigations - (different from a customer questioning rates)
- Web/Email
- Payment Transfers/refunds

## Job Qualifications:

- Satisfactory completion of validated skills testing, as determined by the Company.

**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.**