

G-55862 Customer Service Rep 4

Description:

Pay Rate:

Location: Syracuse

Supervisor: Dennis Donovan

Unposting Date: 06/11/2024

About the Position:

This role is designed to serve as a Senior Representative in the Call Center. To be considered for this role the employee must have experience in the Call Center as a Customer Service Representative 3 for a minimum of six months. The candidates must be selected based on performance, aptitude and pass a knowledge based test based on review for level 1, 2 & 3 Customer Service Representative duties (To be designed with Local 97) Under general supervision have the ability to perform the following duties:

Duties and Responsibilities:

- Ability to Direct Agents to complete tasks
- Support call center management in a day to day operations
- Coverage of "Hot line"- Call escalations, Field Representatives Field Collector Calls/ service rep calls inquiries/
- Update outage messaging
- Updates Rep calls skills for different queues
- Utilize the Arcos system to call in staff in emergencies
- Complete off-line activities
- Tap on at pole orders from Regional Control
- Gas and Electric Emergency Service Orders
- Hot Line Tracker
- Escalated customer call backs
- Plug in with new agents
- Focal Point reporting for storms
- PSC Storm Reports
- Contacting Life Support Customers during outages
- Knowledge of IEX to assist with schedule adherence
- Morning report of overnight shift activities

Qualifications

- Must Pass Knowledge Based Test
- 6 months experience as a Customer Representative 3
- Knowledge of systems- call types- service orders- satisfactory performance

Many of the terms and conditions of employment for this position are defined by the current L97 and/or L97C collective bargaining agreements (CBA's). Employees awarded positions are subject to and bound by the terms of these CBA's as well as other agreements (MOA's, MOU's, ...) between the Company and Union. If you have any questions please contact a L97, L97C Union Steward.

L97C bidding procedure:

All employees who are covered by the terms of the L97C CBA (Gold Book) are required, starting May 5, 2024, to submit job bids on or before the above close date **electronically through the Sodales job bidding system**. Employees must submit bids through Sodales for both Gold and Blue Book positions. The Company will not be accepting bids from L97C represented employees via email, fax or paper going forward. Information

on accessing and using Sodales can be found on [Gridhome](#), as well as this link sending you directly to [Sodales](#).

Candidates will be considered based on their seniority and the information provided on your application. Candidates who choose to submit incomplete applications may be deemed unqualified or ineligible for the posted position.

L97 bidding procedure:

All employees who are covered by the terms of the L97 CBA (Blue Book) are required, to submit bids on or before the above close date electronically through Sodales job bidding system (**highly recommended**), emailing bids to RecruitingNY@nationalgrid.com or fax bids to (315)401-7890.

Bidders seeking to be considered have the responsibility to fully set forth your 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.