

G-59591 Established Service Rep 2 (5)

Description:

Pay Rate:

Location: Syracuse

Supervisor: Christopher Richardson

Unposting Date: 09/24/2024

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

Duties and Responsibilities:

- Perform all ESR1 tasks as needed;
- Commercial/ Industrial moves
 - Calculate and Process Deposits;
 - Process Commercial Applications/ Business papers; and
- Assist in the training of the ESR1

Qualifications:

- ESR1 or customer contact center experience preferred
- Must pass PC-SIMS test
- High School Diploma or Equivalent
- Experience using STORMS and CSS applications

Established Service Representative 2 shall post and bid to Established Service Representative 3, per the terms of this Agreement and the Local 97 Collective Bargaining Agreement.

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.