

# G-64589 Employee Services Assoc 2

## Description:

**Pay Rate:**

**Location:** Syracuse

**Supervisor:** Davii Bryant

**Uposting Date:** 03/18/2025

## About the Position:

Under general supervision, perform administrative and basic duties including, but not limited to, the following:

- Research, troubleshoot, and resolve simple to complex inquiries, discrepancies and issues in a timely manner
- Provide clients with accurate, consistent and timely responses and explanations regarding HR related questions and issues on policies, processes and procedures, with the goal to solve the question or issue at the first initial contact
- Escalate complex inquiries through documented escalation path
- Process transactions and data updates while ensuring data quality related, but not limited:
  - Join/Move/Leave (i.e. new hires, onboarding, transfers, separations, retirements, etc.)
  - Miscellaneous changes/updates to employee records
  - On-going maintenance of employee information
- Perform data validation
- Understanding and adherence to internal controls and SOPs
- Assist with testing of system changes or upgrades
- Create/Manage/Resolve incidents/cases within designated case management tool(s)
- Provide job shadow/on-the-job learning
- Facilitate knowledge sharing
- Execute report generation
- Scanning of documents and email management
- Assist on special projects as assigned

## Qualifications for Entry into Title Series (ESA 2):

- Cumulative 36 months prior experience in HR Business Services, Employee Services, HR/Payroll/Benefits Services, or;
- 18 months in National Grid Customer Service, or;
- AAS Degree or 60 hours towards actively pursuing a BS/BA Degree (acceptable Degrees include but are not limited to: Management, Finance, Accounting, Education, Psychology, Business Administration).
- Candidates bidding from outside of the Employee Services Department will be required to pass a pre-job aptitude test

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](mailto: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.