

# W-45240 Consumer Representative A

## Description:

Pay Group: 14

Location: Buffalo

Supervisor: Rachel Brennan

Unposting Date: 07/11/2023

## About the Position:

Under general supervision in the Consumer Relations Department, to develop knowledge of and become familiar with all types of electrical and gas applications to all customers; to acquire sales ability in promoting the use of electric and gas service.

## Position Responsibilities (including but not limited to):

As proficiency progressively increases, to perform such duties as:

- Canvass for prospects and sell additional use of electric and gas service.
- Promote the extension or construction of electric and gas facilities including all necessary negotiations with customers and property owners.
- Maintain sales contacts with dealer outlets, builders, electrical and gas trade, and allied organizations.
- Advise customers in the proper application of their electric and gas service.
- Call on customers as assigned, to determine applicable rates, coding, accuracy of meter readings, and explain customers' bills.
- Expedite the sale of electricity and gas by obtaining and furnishing to other departments the necessary information to provide the service to customers.
- Prepare and submit required sales reports and correspondence.
- Assist in the promotion, preparation and presentation of programs at sales promotion meetings with customers, trade allies and employees.

## Job Qualifications:

- Satisfactory completion of high school algebra and trigonometry; in addition an acceptable working knowledge of the elements of polyphase electrical theory. The Company may require that the applicant demonstrate that the employee does, in fact, possess this required level of knowledge.
- Ability to speak before groups.
- Adaptability for sales promotion; must have suitable character, appearance and personality required for successful sales contacts. Adaptability for sales promotion to be determined by patterned interview.
- May be required to work irregular hours.
- Must maintain a personal appearance suitable for sales promotional contact work.
- May be required to provide personal transportation subject to reimbursement on a mileage basis, in which case the employee will be required to furnish evidence of automobile insurance coverage deemed satisfactory by the Company, and meet all requirements for driving the vehicle.

**NOTE I:** After a period of eighteen (18) months, if the employee has acquired sufficient experience to perform all the above indicated duties in a satisfactory manner, the employee will be promoted to Consumer Representative "B."

**NOTE II:** Current Customer Representative D with three (3) years as a "D," who is successful bidder on a Consumer Representative vacancy, will be awarded the vacancy as a Consumer Representative B.

**NOTE III:** Certain assignments may require special knowledge or training. 1. Assignment to the contact of farm customers will require a formal education in an agricultural school or several years of practical farm experience. 2. Assignment to the contact of home lighting and domestic appliance customers will require satisfactory completion of courses with content equivalent to that offered from an accredited college in (a) Consumer Economics and Public Policy; (b) Program Planning; (c) Introductory Foods; and (d) Interior Space Planning, or demonstrate equivalent Practical experience from related employment or a degree in Home Economics from an accredited college.

**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.**