

G-64213 EAAR 1A

Description:

Pay Rate:

Location: Syracuse

Supervisor: Liselle Duntin

Posting Date: 03/04/2025

About the Position:

Under general supervision have the ability to perform the following job duties, responsibilities, and qualifications, perform work included, but not limited to:

Duties and Responsibilities:

- Process/reply to documents, faxes, emails, scanning, return mail and shredding
- Email/Web Exceptions
- WFM's related to Energy Affordability and Assistance Programs/Correspondence WFM's related to EAAP tasks
- Update account information
- Arrears Calculations
- Mailing Address Changes
- Provide General Account Information
- Inbound/Outbound Phone Calls
- Calculate and prepare payment agreements on accounts and other collection activities
- Take payments and issue credits
- Outbound call campaigns
- Budget (balanced) billing
- Electric outage orders
- Other tasks related to Energy Affordability and Assistances Programs
- Basic Energy Affordability and Assistance programs related billing issues
- Support National Grid Consumer Advocates and Advocacy Programs

Qualifications

- Education: High School Diploma or Equivalent
- PC-SIMS test required

EAAR 1A shall progress to EAAR 1B at 6 months

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.