

# G-63658 Customer Service Rep 2 (40)

**Description:**

**Pay Rate:**

**Location: Syracuse**

**Supervisor: Jennifer Clark**

**Posting Date: 03/04/2025**

**About the Position:**

Under general supervision, handle fundamental customer contacts, including, but not limited to, the following duties & responsibilities.

**Duties & Responsibilities:**

- Connect/Disconnect Residential
- Payments
- Issue TONP (cut in after payment satisfied)
- Balance Billing Payments
- Payment Agreement/Collections Arrangement
- Financial Statements
- Electric Outages
- Update Account Information
- All Residential billing inquiries including Net Metering and Solar billing
- Issuing orders for high usage investigations
- Life Support
- Field Orders/Emergency Orders
- Trouble Reporting
- Mix Metering Calls
- Off-line work - General - Customer Correspondence
- Transfer excess credit/refunds
- High Bill Investigations - (different from a customer questioning rates)
- Web/Email
- Payment Transfers/refunds

**Qualifications:**

- High School Diploma or Equivalent
- Satisfactory completion of validated skills testing, as determined by the Company
- PC SIMS Test

Employees will progress to a CSR 2A after 6 months as a CRS 2

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.