

# W-65262S Consumer Representative A

**Description:**

**Pay Rate:**

**Location: Buffalo**

**Supervisor: Rachel Brennan**

**Unposting Date: 06-24-2025**

**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.

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.