

G-1858 Established Service Rep 1A (3)

Description:**Pay Rate:**

Location: Syracuse

Supervisor: Ieshia M Greene

Unposting Date: 10-14-2025

About the Position

Under general supervisor have the ability to perform the following job duties, responsibilities, and qualifications, including without limitation:

Duties and responsibilities:

- Residential Moves and AI process
- Update/review customer information;
- Utilize Company information systems to triage, track update activities;
- Apply the prescribed company standards guides, specifications practices and procedures;
- Perform FACTA requirements;
- Issue/Reissue field orders;
- Process payments;
- Collection Process-UCB, active collections and collection arraignments;
- Triage contractor calls;
- Issue emergency ESR;
- Process ESR's GSR requests, with corresponding AI components
- Set up premise for initial connection orders;
- New/Upgrade/Fast Track/Demolition/ Relocation Services;
- Transfer and Assign order to appropriate IL2 & IL3 Job Owner;
- Administer municipal inspection process;
- Maintain Multi Meter Sets/Connects to field for residential and commercial accounts not manager by RAS;
- Process Web/Email/Right Fax orders associated with initial connection orders;
- Real time AI document review process;
- Review, assign and add documentation in STORMS and CSS applications;
- Process miscellaneous WFMs to progress job completion;
- Send all applicable forms and literature to process customer requests;
- Storm/ Outage Backup Support;
- Initial Rate classification assignments; and
- Issue Gas/Electric Emergency Outage Orders

Job Qualifications:

- Must pass PC-SIMMS test
- Establish Service Representative 1A shall progress to Establish Service Representative 1B at 6 months
- Establish Service Representative 1B shall post and bid to Establish Service Representative 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 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.