

C-5855 Customer Rep D

Description:

Pay Rate [REDACTED]

Location: Syracuse

Supervisor: Michele Perrin

Unposting Date: 02-10-2026

Job Responsibilities:

Under general supervision to review and process all types of related data; communicate with customers or their representative and explain and/or initiate applicable procedures relative to billing, collection, deposit and service policies in conformance with Company regulations, guides and practices; perform all required clerical functions in accordance with prescribed procedures within the department; and assist in the training of other employees as required.

Job Qualifications:

- Must have twelve (12) months as a Customer Representative C and satisfactory completion of Customer Representative D school;
- Must have ability to use objective judgment, think clearly and logically and handle contacts with customers in a courteous and tactful manner in connection with job duties;
- Must have a thorough knowledge of applicable Company and governmental regulations and policies.

NOTE:

(1) After 36 months time in grade 16, the employee will advance to pay group 18.

(2) Employees who as of June 1, 2001 qualified for the Customer Rep D, will be awarded the position at pay group 18.

(3) Those employees who formerly held the title of Customer Representative D, attained the level of a fully qualified Customer Representative C, attained the level of a fully qualified Collection Representative B or Senior Customer Representative and who subsequently bid the Customer Representative D position will be recognized as a qualified bidder as long as they have not been out of such classification more than five (5) years. Customer Representative D school must be satisfactorily completed within the first six (6) months of incumbency.

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.