

G-4859 Customer Service Rep 3 (2)

Description:

Pay Rate 

Location: Syracuse

Supervisor: Steve Spaeth

Uposting Date: 02-18-2026

About the Position:

Under general supervision, handle fundamental customer contacts, including, but not limited to, the following:

Duties and Responsibilities:

Under general supervision have the ability to perform all of the duties associated with CSR 2 and CSR 2A and:

- Commercial and Industrial Customers
- Commercial Customer Deposits
- Commercial Applications

Qualifications:

- Must have 6 months as a Customer Service Representative 2A

Please be advised that due to the nature of this position, incumbents are subject to federal Drug & Alcohol safety regulations governing US Department of Transportation ("DOT") covered positions, including the Federal Motor Carrier Safety Administration (FMCSA) and Pipeline Hazardous Material Safety Administration (PHMSA). As such, the Company's testing programs and policies regarding the use of federally prohibited drugs or alcohol, for recreational or medical

purposes, will remain in effect for these safety-sensitive, DOT covered positions.

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.