

C-9749(4) Service Representative A

Description:

Pay Rate: [REDACTED]

Location: New Hartford

Supervisor: Brad Ariola

Unposting Date: 07-14-2026

About the position: Under general supervision to perform metering services activities; including, but not limited to, the following:

- All Service Representative Helper and Service Representative ANP duties.
- Curb box inspections, public building surveys and visual regulator vent inspections.
- Gas ERT changes.
- Connect single-phase electric meters.
- Disconnect gas/electric meters including three-phase.
- Remove size 425 or smaller gas meters.
- All meter programming; Electric and Gas

Also, perform field collections activities including:

- Review and process account data.
- Contact and interview customers or their representative and initiate applicable procedures relative to the collection and service policies and in conformance with Company and regulatory standards.
- Perform the necessary clerical functions.
- Evaluate conditions encountered on customers' premises.
- Make decisions and take actions in conformance with all applicable regulations, guides and practices.
- Conduct health impairment inspections.
- Replevin (socket meters only)

May also be deployed for emergency work to stand by down wires.

Job Qualifications:

- Must have valid driver's license
- Employees entering CMS from other than P&M (Production & Maintenance) job classifications will be subject to administration of the HR background Checking Guidelines for Drivers
- Must have or obtain a valid USDOT Medical Card (in applicable locations)
- Must pass the validated aptitude test

- Must pass physical abilities test
- Must have one year's educational background in electrical, mechanical, gas theory or HVAC ;
- Must have either:
 - 6 months or more experience as Service Representative ANP; OR
 - 18 months or more Company experience in a mechanical series
- Must satisfactorily complete Service Representative A school for all duties in this classification
- Working knowledge of company and regulatory requirements regarding collections policies and practices.
- Must possess the ability to use hand tools and to handle customer contacts satisfactorily
- Applicant may be required to demonstrate this required level of knowledge.

NOTE: Employees who demonstrate aptitude for the work and establish a satisfactory record during 12 months' performance in this position will be progressed to Service Representative B. Satisfactory record must include successful completion of Service Representative B school.

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.