

E-10450 Service Rep Helper

Description:

Pay Rate [REDACTED]

Location: Albany

Supervisor: Daniel Wiecek

Unposting Date: 08-04-2026

About the position: Under general supervision to read customers' meters as assigned and record using a variety of media; upload/download meter reading data in Itron; read and reset demand registers; report all inactive meters showing use and obtain name and previous address of user, if possible; report all defective meters and irregular conditions; report all suspected theft and gas leaks upon discovery; list all skipped readings and retrace route to pick up skips.

Specific duties include, but may not be limited to, the following:

- Drive and operate Automated Meter Reading equipment and upload/download data
- Report unusual conditions
- Reset demand meters and install reset seals
- Install temporary meter seals
- Verify meter number and read
- Check multiplier and constant
- "Read meter only" type service orders, i.e verify meter number, check estimate read
- Assist with gas fitting work
- AMR/ ERT functional check (Read One)
- Guard down wires during storms following initial identification.

May also be utilized as a rider for designated two-person areas; assist with higher level metering services work and 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 validated aptitude test
- Should be intelligent, possess the ability to handle customer contacts satisfactorily, and be capable of moderately strenuous work with aptitude for some phase of operational activity.

Note: This is a non-progression job.

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.