W-11748S Consumer Representative A (Commercial Connections)

Description:

Pay Rate:

Location: Buffalo

Supervisor: Lisa Rapple

Unposting Date: 10-13-2026

Job Responsibilities:

Under general supervision in the Electric Connections department, to develop knowledge of, become familiar with, and assist in: the fulfilment of customer applications for new and upgraded electric service requests, general inquiries and special service requests in accordance with the Company's tariff, the active management of customer requests throughout the Company's end-to-end electric service delivery process in a manner that will need or exceed customer expectations.

- As proficiency progressively increases, perform duties such as:
- Act as the customer or trade ally's primary point of contact for assigned customer requests
- Respond timely and effectively to customers, trade allies and other business units to resolve issues and ensure actions and orders are fulfilled and delivered against service level agreements
- Actively monitor and maintain work queues and review customer documentation for completeness, in accordance with Company and Department policies, procedures and service level agreements
- Determine applicable tariff rules for assessing customer rates and cost responsibility; prepare flat rate Contribution in Aid of Construction ("CIAC") estimates and reconciliations
- Coordinate and deliver electric service request agreements, tariff forms and associated non-utility billing estimate quotations and reconciliation invoices
- Effectively communicate Company expectations, included but not limited to customer submittal requirements, easement requirements, construction payment responsibilities and estimated design, engineering and construction schedule timeframes
- Comply with all Company, Function, and Departmental Policies and Procedures

Job Qualifications:

- Associate's degree in business, management, engineering, project management, technology or other related discipline; or at least 2 years of experience in customer support role (electrical distribution customer, design, project management construction roles preferred)
- Acceptable working knowledge of elements of polyphase electrical theory. The Company may

require that the applicant demonstrate (via testing) that the employee does, in fact, possess the required level of knowledge
- Ability to effectively communicate in writing and verbally below groups
- Must maintain strong organizational skills and ability to track and maintain multiple tasks, determine priorities, follow procedures, and meet deadlines
- Ability to take personal responsibility for correcting problems promptly
- May be required to provide and use personal transportation subject to reimbursement on a milage basis, in which case the employee will be required to furnish evidence of automobile insurance coverage deemed satisfactory by the Company, and meet all Company requirements for driving at work.

Please ensure you meet eligibility requirements for internal and lateral moves in line with the Global Recruitment and Hiring Policy.

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.