

C-65249 Universal Rep Office of the President

Description:

Pay Rate:

Location: Syracuse

Supervisor: Carly Booth

Unposting Date: 04/08/2025

Job Responsibilities: Under general supervision 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, shared metering, and service policies in conformance with Company regulations, guides, and practices. Address, and resolve complex, escalated customer complaints/disputes raised through multiple escalation channels managed by the Office of the President. Research and resolve complex discrepancies and issues in a timely manner. Be proficient in the GBE/salesforce system within one (1) year in the role. Perform all required clerical and administrative functions in accordance with prescribed procedures within the department. Assist in the training and delegate work to peers. Perform weekly complaint reports, and case tracking.

Job Qualifications:

- Must pass The Office of the President Entrance Assessment and PC Sims Assessment
 - 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 knowledge of applicable Company and governmental regulations and policies.
 - AAS Degree or 60 hours towards actively pursuing a BS/BA Degree or related experience
 - Acceptable Degrees include but not limited to Administrative, Management, Finance, Accounting, Education, Psychology, Engineering, Paralegal Studies, Business, Criminal Justice
- AND
- 3 years within Revenue Cycle Management (RCM) work group under RCM-3 or RCM-4 levels within last 5 years or 5 years customer contact experience (Customer Call Center)

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.