



Supervisor, Customer Ops Field Operations

Job Info

Job Number: 110948

Posting Expiration Date: Nov 17, 2023

Schedule Type: Full-Time

Minimum Salary: \$80000

Maximum Salary: \$110000

Organization: Customer Operations

Department: Credit and Field Operations

Section: CUST OPS Brooklyn Meter Ops

Location: Various

Similar Jobs

[Sr Planning Analyst, Customer Ops - Strategic Applications Regulatory & Performance Analysis](#)

[Energy Efficiency Program Manager, Non-Wires Non-Pipeline Alternatives](#)

[Supervisor](#)

[Section Manager, OR New Business Services](#)

Job Description

Mission Statement

- Consolidated Edison Company of New York, Inc. (Con Edison), Orange & Rockland Utilities (O&R), and Consolidated Edison Transmission (CET) employees are required to follow health, safety, and environmental policies, EEO, Standards of Business Conduct, and all other applicable company policy and procedures. We all share a responsibility to advance the company's mission by excelling at our three corporate priorities – safety of our people and the public, operational excellence in all that we do, and ensuring the best possible customer experience.

Core Responsibilities

- Supervise and direct Credit and Field Operations employees in their daily work activities, which include collection activities, electric / gas meter installation, operation and maintenance, meter reading and compliance requirements.
- Ensure weekly employees are adequately trained to perform their job functions by coordinating and scheduling training, communicating and delivering job training, and performing training and field observations and evaluations.
- Implement Credit & Collections Customer Service Procedures and guidelines.
- Monitor and ensure operator qualification and training requirements are met.

- Handle currency (cash, checks) as collected during collections activities, verify counts for accuracy, and prepare and conduct deposits as needed.
- Ensure safe work practices are being observed. Conducts Job briefings, safety talks, OJTs, JSSE's, etc.
- Ensures uniform and consistent administration of company procedures including Equal Employment Opportunity (EEO), substance abuse, security and productivity and Code of Conduct.
- Participates in Site Safety support for weather-related ICS and/or Corporate CERC emergencies as necessary. Provides support on a 24-hour basis as needed during Corporate emergencies.
- Perform other related tasks and assignments as required.

Required Education/Experience

- High School Diploma/GED 5 years of work related experience or
- Associate's Degree 4 years of work related experience or
- Bachelor's Degree 3 years of work related experience

Preferred Education/Experience

- Bachelor's Degree and with a minimum of 3 years customer service experience

Relevant Work Experience

- Minimum of 2-5 years work experience required with a minimum of 1 year of Customer Operations experience or equivalent experience demonstrating strong customer-focused responsibilities Required
- Excellent oral and written communication skills Required
- Demonstrated ability to motivate and manage a workforce Required

- Demonstrated ability to plan, schedule, and efficiently utilize significant equipment and human resources Required
- Demonstrated ability to exercise independent judgment and render sound business decisions Required
- Possess strong computer skills, including proficiency in Microsoft Office products (MS Word, Excel, Powerpoint, Access) and the ability to learn new software applications Required
- Must be detailed oriented and have excellent organizational skills Required
- Must have strong leadership and problem solving skills Required
- Utilizing your own personal vehicles is a mandatory requirement for this position. Required
- Prior supervisory experience Preferred
- Prior work experience in an operating environment Preferred
- Knowledge of gas and/or electric meter installations, cycle meter reading, turn on/off of gas and/or electric meters, underground and overhead electric equipment, theft of service, and remote metering devices Preferred
- Knowledge of CIS and Customer Operations Credit and Collections policies and procedures Preferred
- 1-3 years of Customer Operations experience or equivalent experience demonstrating strong customer focused responsibilities or leadership experience Preferred

Licenses & Certifications

- Driver's License Required

Other Physical Demands

- Must be able to respond to Company emergencies by performing a System Emergency Assignment to restore service to our customers.

- Must be willing to obtain US DOT Operator Qualification for tasks associated with gas meter turn on/off, valve integrity testing, and identification of hazardous gas conditions.

Technical Difficulty Statement

- For technical issues, please contact us at careerconnect@coned.com

Equal Opportunity Employer

- Consolidated Edison Company of New York, Inc. (Con Edison), Orange & Rockland Utilities (O&R), and Consolidated Edison Transmission (CET) are equal opportunity employers. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of the individual's actual or perceived disability, protected veteran status, race, color, creed, religion, sex, age, national origin, gender, gender identity, gender expression, genetic information, marital status, sexual orientation, citizenship, domestic violence victim status, or any other actual or perceived status protected by law.