



## Senior Instructor

National Grid is hiring a Senior Instructor (Gas CMS) for Talent Management and Development in the Millbury, MA office.

### Job Purpose

To deliver high quality learning experiences that meet clients' technical, regulatory and safety learning needs through a blended learning approach and support the design and development of learning solutions.

### Key Accountabilities

- Deliver technical training programs to gas CMS clients through a blended learning approach and conduct MSR (Meter Service Representative) and Meter Service Technician progression schools.
- Conduct “hands on” training on pipe fitting, gas meters, regulators and appliances and demonstrate proper methods of service installation to field CMS personnel
- ensuring that National Grid is effectively providing training in line with external requirements, operational priorities, and best practice.
- Support the design and development of cohesive and innovative curriculum and training programs to meet gas CMS client learning requests.
- Liaise with the Business, acting as a technical training advisor for various departments throughout the company to resolve any queries or issues.
- Represent technical training as the subject matter expert on various committees to ensure that technical training is represented and understood in the business.
- Conduct assessments of training needs associated with the introduction of new equipment, procedures and technology to ensure that National Grid incorporates best practice into learning methods and programs.

### Qualifications

- A minimum of 3-6 years of Gas Customer Meter Services experience required
- Must have excellent knowledge of CMS related equipment such as gas meters, regulators, pipe fittings as well as leak investigation procedures.
- Gas CMS operations supervisory experience preferred.
- Experience managing a Union Workforce preferred but not required.
- Must be able to work in emergency assignments when required by company

### More Information

This position has a career path which provides for advancement opportunities within and across bands as you develop and evolve in the position; gaining experience, expertise and acquiring and applying technical skills. Internal candidates will be assessed and provided offers against the minimum qualifications of this role and their individual experience.

*National Grid is an equal opportunity employer that values a broad diversity of talent, knowledge, experience and expertise. We foster a culture of inclusion that drives employee engagement to deliver superior performance to the communities we serve. National Grid is proud to be an affirmative action employer. We encourage minorities, women, individuals with disabilities and protected veterans to join the National Grid team.*

**To apply:**

<https://career4.successfactors.com/sfcareer/jobreqcareer?jobId=10742&company=natgridP1&username=>