



# MISSOURI PUBLIC SERVICE COMMISSION

## *JOB OPPORTUNITY*

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### CONSUMER SERVICES SPECIALIST I-II

The Public Service Commission is seeking applicants with strong communication, customer service, and computer skills who would like to join a team of dedicated Consumer Services Specialists in the Jefferson City office.

This position will receive consumer calls; do keyboard entry of comments received via phone, email, mail, or fax; develop receipt letters and respond to, investigate, or handle consumer complaints/inquiries relating to regulated public utility companies. Other duties include making determinations of the utility's compliance with Commission rules and regulations; reporting on the compliance by public utilities of the Commission's billing practices; and assisting in the development and delivery of informational and educational materials to the general public and other agencies. Professionalism and empathy with consumers at all times is critical.

**QUALIFICATIONS:** Graduation from a four-year college or university with a major in business administration, public administration, social sciences or closely related field; or a high school diploma and four (4) years of professional or technical experience in customer service, insurance, investigations or public relations, of which two (2) years of experience must have involved the processing and handling of consumer complaints or investigations. All applicants must have experience handling detailed calls on complex issues and conducting research. Strong time management and organizational skills required. Minimum typing speed of 40 words per minute with 95%+ accuracy must be on file with our office or verified through a testing process. Bilingual skills desired, but not required.

Starting annual salary for a Consumer Services Specialist I is \$31,608. Starting annual salary for a Consumer Services Specialist II is \$36,276, both with a potential increase at the end of satisfactory introductory period. Send an application, resume, a copy of each transcript from all colleges/universities attended, and current documented typing score (typing test located on PSC internet page "Typing Test – Consumer Services Specialist") by 5:00 pm **December 1, 2017** to: MO Public Service Commission, **Reference #AD061217** P.O. Box 360, Jefferson City, MO 65102 or via e-mail to [pscjobs@psc.mo.gov](mailto:pscjobs@psc.mo.gov). For additional information and typing test, visit [http://psc.mo.gov/General/Career\\_Opportunities](http://psc.mo.gov/General/Career_Opportunities).