



MISSOURI PUBLIC SERVICE COMMISSION

JOB OPPORTUNITY

CONSUMER SERVICES COORDINATOR

The Missouri Public Service Commission is seeking a positive, energetic, customer service driven and detail-oriented individual with superior organizational skills to fill a Consumer Services Coordinator position.

This is a professional position which will conduct community outreach activities, education and attend local public hearings with 30% travel throughout the state, occasionally overnight. This position will identify prospective outreach venues/partners and make contact with or visit prospective community leaders to address community communications as it relates to the Commission and regulated utilities' compliance with rules and regulations. This position will assist with development and delivery of informational and educational materials. Other duties include directly supervising a small staff, assisting, investigating and handling complex and/or sensitive consumer complaints/inquiries relating to regulated utilities and determination of the utilities' compliance with rules and regulations. This position will require writing investigative reports and pre-filed testimony, testifying in legal proceedings, auditing and reporting on the compliance of public utilities.

QUALIFICATIONS: Two years as a Consumer Services Specialist II or four years of professional or technical experience in consumer services, public relations, business or public administration, marketing, management, or other relevant field; and graduation from an accredited four-year college or university with specialization in business or public administration, public relations, marketing, management, or a closely related area. Excellent listening, communication and writing skills and proficient use of personal computers required. Ability to foster an atmosphere of respect, trust, and aligned commitment to the Commission's goals. Experience as a skilled facilitator serving many 'customers' in a complex, matrixed environment preferred.

The annual salary range is \$36,672 to \$41,016 with a potential increase at the end of a successful probationary period. To be considered for this position, submit an application, resume and a copy of all your transcripts by 5:00 pm **August 2, 2013** to: MO Public Service Commission, **Reference Number AD010813**, P.O. Box 360, Jefferson City, MO 65102 or via e-mail to pscjobs@psc.mo.gov. For additional information, visit www.psc.mo.gov.

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