



MISSOURI PUBLIC SERVICE COMMISSION

JOB OPPORTUNITY

CONSUMER SERVICES COORDINATOR - SPECIALISTS

The Missouri Public Service Commission is now accepting applications for the position of Consumer Services Coordinator in its Jefferson City office. This position reports to the Consumer Services Manager.

This is a professional level position with responsibilities that involve directly supervising a small staff of Consumer Services Specialist II's, coordinating the automated customer quality system for the Consumer Services department, including monitoring workload, creating reports, conducting consumer services training, and assisting the Manager. Other duties include investigating and handling complex and/or sensitive consumer complaints/inquiries relating to the utilities regulated by the Commission and the determination of the utility's compliance with Commission rules and regulations, writing investigative reports and pre-filed testimony, testifying in legal proceedings, the auditing and 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 the media. In addition, this position requires conducting outreach education and attending local public hearings with periodic travel throughout the state of Missouri.

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. (Graduate work in the specified educational areas may be substituted on a year-for-year basis for deficiencies in the required experience.) Good communication and writing skills and proficient use of personal computers required.

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 your transcript(s) by **December 21, 2012** to: MO Public Service Commission, **Reference Number SGC051212**, P.O. Box 360, Jefferson City, MO 65102 or via e-mail to pscjobs@psc.mo.gov. For additional information, visit <http://www.psc.mo.gov>.

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