



## JOB OPPORTUNITY

### CUSTOMER SERVICE REPRESENTATIVE

The Missouri Public Service Commission (PSC) is seeking an applicant with strong communication, customer service, and computer skills who would like to join a team of dedicated Customer Service Representatives in the Jefferson City office.

**Job Posting Number:** AD030726

**Salary:** Starting salary will be commensurate with education and experience. Annual salary range for a Customer Service Representative \$43,531 - \$50,857 plus benefits. (The salary listed reflects the base pay rate. Verified prior state service, subject to applicable eligibility requirements, may increase total compensation.)

**Job Location:** This position is located at 200 Madison Street, Jefferson City, MO 65102

#### **Why you'll love this position:**

The Missouri Public Service Commission regulates investor-owned electric, natural gas, steam, water and sewer utilities in Missouri, in addition to manufactured housing. We ensure that Missourians receive safe and reliable utility services at just, reasonable and affordable rates. The Consumer Services Department investigates complaints and/or responds to inquiries concerning the utility companies regulated by the Commission. Each complaint is assigned to a representative who acts as an intermediary between the consumer and the utility in an attempt to reach a resolution or provide the requested information. Through investigations of consumer complaints, the department works to ensure utilities comply with the regulations adopted by the Commission and the application of rates, rules and regulations contained in tariffs filed by the company and approved by the Commission.

#### **What you'll do:**

- 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.
- Make determinations of the utility's compliance with Commission rules and regulations.
- Report on the compliance by public utilities of the Commission's billing practices.
- Assist 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.
- Occasional travel with the state of Missouri

**All you need for success:**

***Minimum Qualifications***

- Entry level: 0-1 year of experience. Experienced level: 2-4 years of professional or technical experience in customer service, investigations or public relations, of which 2 years of experience must have involved the processing and handling of consumer complaints or investigations; or an equivalent combination of education, training, and experience.
- 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 (typing test is located on the PSC internet page ([http://psc.mo.gov/General/Career\\_Opportunities](http://psc.mo.gov/General/Career_Opportunities) "Typing Test – Customer Service Representative").
- Bilingual skills are desired but not required.

**More reasons to love this position:**

The State of Missouri offers an excellent benefits package that includes a defined pension plan, generous amounts of leave and holiday time, and eligibility for health insurance coverage. Your total compensation is more than the dollars you receive in your paycheck. To help demonstrate the value of working for the State of Missouri, we have created an interactive Total Compensation Calculator. This tool provides a comprehensive view of benefits and more that are offered to prospective employees. The Total Compensation Calculator and other applicant resources can be found at <https://pers.oa.mo.gov/applicants>.

- Health insurance 1st of the month following start date.
- 10 hours of paid sick and vacation time each month.

- 13 paid holidays.
- Optional life, medical, dental, and vision coverage.
- State employee pension plan and deferred savings program.
- Potential flexible work schedules, physical fitness opportunities, and tuition reimbursement.

**If you have questions about the position, please contact:**

[pscjobs@psc.mo.gov](mailto:pscjobs@psc.mo.gov)

To be considered for this position, please submit an application, resume, a copy of each transcript from all colleges/universities attended, and a current documented typing score (typing test is located on PSC internet page “Typing Test – Customer Service Representative”) by 5:00 pm July 24, 2026, to the MO Public Service Commission, PO Box 360, Jefferson City, MO 65102 or via e-mail to [pscjobs@psc.mo.gov](mailto:pscjobs@psc.mo.gov). For additional information about this position, you may visit <https://mocareers.mo.gov/psc> or [http://psc.mo.gov/General/Career\\_Opportunities](http://psc.mo.gov/General/Career_Opportunities).

*The State of Missouri is an equal opportunity employer and is committed to developing and maintaining a talented workforce.*