



JOB OPPORTUNITY

RESEARCH/DATA ANALYST

The Missouri Public Service Commission (PSC) is seeking a self-directed, detail-oriented individual for the position of Research/Data Analyst in our Customer Experience Department in the Jefferson City office.

Job Posting Number: FB061026

Salary: Starting salary will be commensurate with education and experience. Annual salary range for a Research/Data Analyst is \$57,385 - \$59,855 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 purpose of the Customer Experience Department is to investigate and make recommendations to the Commission on issues related to the customer experience and customer expectations, which include promoting and encouraging efficient and effective utility management and customer service.

What you'll do:

- Perform operational, service quality and management analyses of Missouri regulated utilities.
- Reports on the effectiveness and efficiency of Missouri regulated electric, gas, water and sewer utilities.

- Examine utility proposals related to customer experiences and customer expectations.
- Plan, organize and coordinate moderately complex Commission, state and federal legislative matters related to utility programs.
- Conducts special studies and investigations, prepares recommendations, and provides written and oral testimony to the Commission.
- Reviews utility service quality statistics, including call center and meter reading performance.
- Position may require occasional in and out of state travel.

All you need for success:

Minimum Qualifications

- Bachelor's degree from an accredited college and;
- 2-4 years of relevant experience.
- Professional experience in a utility or regulatory environment preferred.
- Personal computer experience required, Microsoft Office experience preferred.
- Must have strong interpersonal, communication, active listening, and writing skills.
- Ability to work within a team setting or independently is required.
- Must have initiative and strong work ethic.

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

To be considered for this position, please submit an application, resume, a copy of each transcript from all colleges/universities attended, and a short technical writing sample by 5:00 pm October 2, 2026, to the MO Public Service Commission, PO Box 360, Jefferson City, MO 65102 or via e-mail to 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.

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