



MISSOURI PUBLIC SERVICE COMMISSION

JOB OPPORTUNITY

RESEARCH/DATA ANALYST

The Missouri Public Service Commission 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.

This position performs operational, service quality and management analyses of Missouri regulated utilities, reports on the effectiveness and efficiency of Missouri regulated electric, gas, telephone, water and sewer utilities and examines utility proposals related to customer experiences and customer expectations. Work also involves planning, organizing, and coordinating 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.

QUALIFICATIONS – Minimum qualifications are graduation from an accredited four-year college or university and 2-4 years of relevant experience and/or appropriate certification. Professional experience in a utility or regulatory environment preferred. Personal computer experience required, Microsoft Office experience preferred. Must have strong inter-personal, communication, active listening, and writing skills. Ability to work within a team setting or independently is required. Must have initiative and strong work ethic.

The annual salary range for a Research/Data Analyst is \$46,171 - \$49,601 (commensurate with education and experience). To be considered for this position, please send an application, resume, provide a copy of each transcript from all colleges/universities attended, and a one to two page writing sample by 5:00 pm **October 8, 2021** to: MO Public Service Commission, **Reference Number FB051021**, P.O. Box 360, Jefferson City, MO 65102 or via e-mail to pscjobs@psc.mo.gov. For additional information, please visit <https://mocreers.mo.gov> or [https://psc.mo.gov/General/Career Opportunities](https://psc.mo.gov/General/Career_Opportunities).

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