



MISSOURI PUBLIC SERVICE COMMISSION

JOB OPPORTUNITY

SENIOR RESEARCH/DATA ANALYST

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

Job Posting Number: FB020226

Salary: Starting salary will be commensurate with education and experience. Annual salary range: \$68,167 - \$73,251 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. We ensure that Missourians receive safe and reliable utility services at just, reasonable and affordable rates. The Customer Experience Department is responsible for investigating and making 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.
- Review legislative proposals and participate in rulemaking.
- Works closely with upper management to carry out the mission of the department and the Commission.
- Work on a variety of cases, conduct special studies and investigations, prepare recommendations, and provide written and oral testimony to the Commission.
- Analyze utility service quality statistics, including call center, meter reading performance and service disconnections.
- Participates in meetings and conferences with utility company officials, members of the public, and other interested parties to resolve matters relating to utility issues for which the department has responsibility.
- Position may require occasional in and out of state travel.

All you need for success:

Minimum Qualifications

- A Bachelor's degree from an accredited college and;
- 4-6 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 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 [here](#).

- Health insurance 1st of the month following start date.
- 10 hours 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 (with up to \$75 match).
- Potential flexible work schedules, physical fitness opportunities, and tuition reimbursement.

If you have questions about this 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 one to two page technical writing sample by 5:00 pm February 6, 2026 to: MO Public Service Commission, **Reference Number FB020226**, P.O. Box 360, Jefferson City, MO 65102 or via e-mail to pscjobs@psc.mo.gov. For additional information, please 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.