



MISSOURI PUBLIC SERVICE COMMISSION

JOB OPPORTUNITY

TEMPORARY CONSUMER SERVICES SPECIALIST I

The Public Service Commission is seeking applicants with strong communication, customer service and computer skills who would like to join a team of dedicated Consumer Services Specialists in the Jefferson City office. Specialists receive and respond to, or handle consumer complaints/inquiries relating to regulated public utility companies and will dedicate 90% of their workday to answering the Consumer Service toll free hotline.

QUALIFICATIONS: Graduation from a four-year college or university with a major in business administration, public relations or related field or high school diploma; or four (4) years of professional or technical experience in insurance, investigations or public relations, of which two (2) years of experience must have involved the processing of consumer complaints or investigations. Minimum typing speed of 40 words per minute with 95%+ accuracy must be on file with our office or verified through a testing process.

This Consumer Services Specialist I position is a temporary position and is not eligible for leave or health care benefits. The employee will be paid an hourly rate of \$14.50 and will work 40 hours a week through January 31, 2013.

To be considered for this position, please send application, resume, copy of transcripts and documented typing score by **August 6, 2012** to: MO Public Service Commission, **Reference Number SGC030812**, 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>.

“An Equal Opportunity Employer M/F/V/D”