



## MISSOURI PUBLIC SERVICE COMMISSION

### ***JOB OPPORTUNITY***

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#### **CONSUMER SERVICES MANAGER**

The Missouri Public Service Commission is now accepting applications for the position of Utility Regulatory Manager, Consumer Services Department in our Jefferson City office.

Responsibilities include managing and supervising department staff, including one branch office. The Consumer Services Manager plans, directs, and assists in the informal consumer complaints or inquiries relating to the utilities regulated by the Commission. Duties also include leading and mentoring a team of people, and professionally interacting with utility company personnel, Commission staff, and numerous organizations.

**QUALIFICATIONS:** Four years as a Consumer Services Specialist II, two years as a Consumer Services Coordinator, or familiarity with utility regulation and four years of professional or technical experience in consumer services, public relations, business or public administration, social sciences, management, or other relevant field; and graduation from an accredited four-year college or university with specialization in business or public administration, public relations, social sciences, management, or a closely related area. (Graduate work in the specified educational areas may be substituted on a year-for-year basis for deficiencies in the required experience.) The ideal candidate will be a discrete, professional problem solver who can excel in a fast-paced team environment. Personal computer skills are required, including the ability to learn specialized software. The Public Service Commission will provide training specific to regulation of utilities, including billing practices and law, rules, and procedures governing regulation. Specialized training will also be provided for the administration, monitoring, and report generation within the Electronic Filing and Information System (EFIS).

Starting annual salary range is \$41,184 - \$61,320, with a potential increase upon the completion of a successful probation. To be considered for this position, please send an application, resume, and provide a copy of each transcript from all colleges/universities attended by 5:00 pm **September 22, 2017** to: Missouri Public Service Commission, **Reference Number AD050917** P.O. Box 360, Jefferson City, MO 65102 or via e-mail to [pscjobs@psc.mo.gov](mailto:pscjobs@psc.mo.gov). For additional information about the PSC, please visit [http://psc.mo.gov.General/Career\\_Opportunities](http://psc.mo.gov.General/Career_Opportunities).

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