



The
Georgia Public Service Commission
is accepting applications for

INFORMATION & REFERRAL SPECIALIST

Annual Salary: **\$40,000 – \$45,000** Commensurate with Experience

Recruitment Period: Until Filled

Number of Openings: 1

Job Description

A state agency with under 100 employees is seeking an experienced customer service specialist. Works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations. May resolve complicated issues involving customer service and/or researches governing policies, procedures or law to respond to customers.

Duties and Responsibilities:

Under general supervision, receives and responds to consumer complaints, opinions, and inquiries from telephone calls, emails, letters and/or faxes. Reviews utility company complaints and customer service issues. Assists consumers regarding regulations, policies and procedures. Compiles information and statistics as needed; develops and/or maintains information and literature for assigned area; updates tracking databases and enters data. Attends Committee/Administrative Sessions and Hearings. Interaction with Utility Units and Consumer Outreach Activities and Functions.

Assists with administrative functions including distributing mail, maintaining correspondence file system, scanning documents and filing. Front Desk assistance with mail correspondence, visitors and phone calls.

Minimum Qualifications:

High school diploma/GED and completion of 90 quarter hours (60 semester hours) at an accredited college or university; or two (2) years of experience in a customer service setting communicating information; or one (1) year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.

Excellent Benefits:

- Hybrid work environment
- 401(k) with matching
- Defined Benefit Plan (pension)
- Employer qualified for Student Loan Forgiveness program
- Health Insurance
- Dental and Vision Insurance

- Employee Discounts
- Flexible Schedule
- Health Savings Account
- Life Insurance
- Vacation Leave – three weeks annually that rolls over
- Sick Leave – three weeks annually that rolls over
- 13 Paid Holidays
- Professional development assistance

Background Check: Must successfully complete background investigation.

To Apply:

Apply online at <https://psc.ga.gov/career-opportunities/> or via [Indeed](#).

Candidates selected for further consideration will be required to submit the following:

Georgia Public Service Commission Employment Application