



Position Announcement: **Consumer Specialist**

Job description

The Citizens Utility Board of Minnesota seeks an experienced, compassionate, friendly, and detail-oriented professional to join our Outreach Team. The Consumer Specialist will be a primary point of contact for and interact directly with Minnesotans via phone, email, video, and in the field. This position will be a generalist on numerous energy issues and will collaborate internally with CUB staff and with partner organizations to address consumer needs.

This is an excellent position for someone with three or more years of experience in a related position or field. This person should be excited to assist Minnesotans with home energy-related questions and concerns, support consumers through the energy transition, help consumers understand their rights, and contribute to an impactful and growing organization.

Duties include but are not limited to:

- Staff and support consumer outreach services.
 - Field a wide variety of energy-related questions in person and remotely.
 - Assist consumers in navigating past-due balances and shutoff notices.
 - Provide detailed, individualized energy bill consultations (virtually or in person) regarding energy use, energy goals, and energy concerns. Provide thorough and customized follow-ups with links to resources that address topics covered in each bill consultation.
 - Attend events across the state as CUB's representative including staffing an informational table, giving presentations, or providing bill consultations. Assist with event pre-registration, set-up, and other logistics. Follow up promptly with attendees after events.
- Support Outreach communications.
 - Develop materials and communications relevant to consumers across the state informed by learnings from consumer outreach. Strategize outreach methods and communications content for specific geographics and needs.
 - Stay up to date on energy programming changes to ensure CUB's resources are accurate. Assist with fact checking, proofreading, and editing public and consumer-facing communications.
- Support consumer-focused special projects.
 - Conduct topic-specific research, analyze data, and present findings internally.
 - Note and track recurring consumer issues that may require special attention.
- Maintain behind-the-scenes customer service management.
 - Maintain and improve CUB's system of tracking consumer interactions. Organize and maintain CUB's physical outreach materials.
- Support CUB's roles in external stakeholder and advisory committees.

- Other duties as assigned.

Qualifications

Required:

- At least 3 years of experience in direct customer service in energy, social services, government, consumer sales support/help desk, or a similar field.
- Excellent verbal, written, and interpersonal communication skills with an emphasis on listening, empathy, and ability to address consumer concerns objectively.
- Ability to discern key information, conduct appropriate research, and suggest solutions for complicated situations. Ability to quickly understand changes to energy policies and programs and how such changes may impact consumers. Ability to develop a specific area(s) of expertise related to consumer energy issues.
- Program management skills, including a strong attention to detail and ability to multitask and track consumer cases.
- Ability to work independently, seek assistance and feedback collaboratively, respond thoughtfully, and adjust appropriately.
- Ability to have a flexible schedule that would involve some evening and weekend hours, including travel to events throughout the state that may be both indoors and outdoors.
- Must have reliable transportation to travel throughout Minnesota, the ability to transport and set up Outreach materials (tent, table, chairs, boxes, etc.), and the ability to lift 50 pounds and perform physical tasks like carrying, pushing, pulling, kneeling, and squatting.
- Strong computer skills, including proficiency in Microsoft Office Word, Excel, and Google products.

Preferred:

- Bachelor's degree or higher in a field such as social work, social sciences, communications, management, administration, or related field/skill set.
- A strong understanding of and at least two years direct experience with utility, nonprofit, and/or government-sponsored assistance, rebate, and/or financing programs.
- Expertise in one or more specialized areas of energy such as affordability programs, building science, energy efficiency, etc.
- Familiarity with home decarbonizations opportunities and trends.
- Fluency in another language.
- Experience with database management and/or communications.
- Familiarity with social media.
- Basic design skills. (CUB typically designs in Canva.)

Individuals from communities traditionally underrepresented in utility advocacy are strongly encouraged to apply.

Compensation

This is a full-time, salaried position with benefits. The salary range for Consumer Specialist is \$50,000-\$60,000. In addition, CUB provides an excellent benefit package, including:

- Medical and dental insurance. CUB covers 90% of employees' premiums in 2025.
- Life and short- and long-term disability insurance. CUB covers 100% of employees' premiums in 2025.

- Paid sick and vacation leave, 10 paid holidays per year, paid parental leave, and more.
- 3% matching retirement contribution.
- Monthly stipends for transportation and cell phone expenses.

This position is currently funded for one year with the possibility to extend should resources allow. We will be actively pursuing ongoing funding during the year.

The position is based in CUB's downtown St. Paul office and is a hybrid remote position. All staff are typically in the office together at least one day a week, and this position will likely staff additional in-person events each week.

To apply

Send a resume and cover letter explaining your interest in this position and why you think it would be a good fit to Carmen Carruthers, Outreach Director, at carmenc@cubminnesota.org. Applications will be accepted on a rolling basis, with priority review beginning on July 23, 2025. We anticipate conducting interviews in late July and early August, with a desired start date of early September.

About the Citizens Utility Board of Minnesota

The Citizens Utility Board of Minnesota (CUB) is a nonprofit advocate for our state's utility consumers. We advocate for affordable utility service, consumer protections, and clean energy.

CUB is an independent resource for Minnesota energy consumers. We work in partnership with organizations and individuals across the state to ensure Minnesotans have the information they need to make good decisions for their households. Our expert outreach staff advises thousands of Minnesotans each year on a wide variety of issues. We regularly work with consumers struggling to pay bills and help them understand rights, resources, and responsibilities to avoid utility shutoffs or get service reconnected. CUB attends numerous events across the state to share information and resources about energy related programs, incentives, and energy saving opportunities. Our energy bill consultations help people understand their energy use, reduce home energy expenses, make their homes energy efficient, plan for equipment and appliance replacement, and achieve their clean energy goals.

CUB aims to be a voice for Minnesotans at the state Public Utilities Commission and the legislature. We work for a rapid, cost-effective transition to clean energy that benefits the public – including communities that have long borne the negative impacts of our energy systems. We fight for affordable rates and stand up to utility companies and their shareholders. The work of our outreach team informs and shapes our advocacy work.

CUB's role as a consumer advocate drives us to address historic and persistent inequities in energy systems. We seek to align power and resources equitably both within our organization and externally in the systems in which we advocate. We strive to ensure all households have affordable, clean, and reliable energy and can live comfortably in their homes.