



CITIZENS UTILITY BOARD

Fighting for Illinois Consumers

Position: Consumer Affairs Associate **[Full-Time: 32 hours/week]**

The Citizens Utility Board (CUB) is Illinois' premiere utility watchdog organization. Since 1984, CUB has strived for better service and lower utility rates for all Illinois residents. Our work ranges from challenging utility rate increases to working for sustainable energy policies to helping individual utility customers understand their rights.

CUB is currently seeking a compassionate, detail-oriented Consumer Affairs Associate to join our Consumer Advocacy Department. As one of the primary, public-facing representatives of the organization, the Consumer Affairs Associate is expected to provide excellent customer service while upholding CUB's reputation as a leader in consumer advocacy. The position plays a key role advocating for utility customers, educating them of their rights, and assisting consumers in often-critical complaints involving their utility companies.

What you'll do at CUB:

- Develop knowledge of complex utility regulations, policies, and procedures and apply this knowledge to assist consumers in exercising their rights as ratepayers.
- Promptly respond to consumer questions or complaints, including, but not limited to, utility rates and services, as well as energy policy and positions within the organization's guidelines, primarily via phone but also via electronic and postal mail.
- Serve as a liaison between utility companies and their customers with the goal of negotiating, addressing, and/or resolving customer billing and service concerns.
- Refer customers to proper social service organizations, state agencies, or legal assistance, as applicable.
- Record sensitive consumer data, detailed complaint/inquiry information and resolutions in CUB's consumer database.



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What we'll offer with this position:

- An annual salary of \$40,000 for a 32-hour work week (Monday-Friday: 6-7 hours per day)
- Option to work remotely* or in our downtown Chicago office. (See note below.)
- Health and dental insurance.
- Employer-paid life insurance and employee assistance program.
- Professional development stipend
- 401(k) with company match
- Generous PTO with rollover
- Extra week of paid vacation for all staff members, December 24 through January 1
- Hands-on experience working for a good cause: fighting high energy bills, preventing rip-offs and advocating for a clean, affordable energy future.

What we want from you:

- Associate, or bachelor's degree, required.
- A minimum of two years of customer or social service experience.
- Exceptional and effective oral and written communication skills as well as excellent grammar.
- Great customer service skills: active listening, empathy, patience, problem solving, tenacity, resourcefulness, and positive attitude.
- Dependable work ethics: reliability, accountability, honesty, consistency, focus and initiative.
- Must reside in Illinois and must commute to the organization's downtown Chicago office when required.
- Ability to take calls in a quiet work environment with secure, reliable internet service.
- Proficiency with MS Office.
- Familiarity with Salesforce or similar program, a plus but not required.
(Training provided).

Bilingual (English/Spanish) applicants, strongly encouraged to apply.

To apply, please email a letter of interest along with your resume to: CUB Consumer Advocacy Director, Sandra Marcelin-Reme at: sreme@CitizensUtilityBoard.org.

***Note:** CUB offers this position the option of working remotely, so long as this staff member can complete the work in a quiet location and have access to secure and reliable internet service. If they cannot fulfill those requirements, they would be required to work from the office