

## CONSUMER SERVICES ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Work involves performance of support functions associated with administration of programs and services provided by the county office of Consumer Affairs, Weights and Measures, Trades Licensing Enforcement. This work requires an awareness of general consumer marketplace issues and knowledge of policies, laws and regulations affecting consumers and local businesses. Duties range from providing assistance, advice, referrals, information and informational materials to those seeking help from the department to assisting with office functions, procedures, programs and initiatives, including related clerical work such as records maintenance and reports. Considerable contact with the public (consumers, contractors, business owners, etc.) and with other government agencies (e.g. county departments, other municipal consumer offices, federal agencies) is involved. Work is performed under general supervision of the department director. Supervision may be exercised on occasion over other workers or volunteers. Performs related work as required.

### TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists Director with general oversight of office functions and procedures;
- Assists enforcement officers with all aspects of record keeping and communications relative to issued appearance tickets and other enforcement functions;
- Assists Inspector of Weights and Measures with programs and initiatives, such as Item Pricing Waiver Program, secondhand precious metal dealer licensing, etc., as assigned;
- Provides assistance to other staff with licensing and registration of home improvement contractors, electricians, plumbing and mechanical tradesman, as necessary;
- Receives and reviews consumer complaints and inquiries, and determines appropriate action for resolution;
- Maintains complete and accurate databases, records and/or files of all consumer complaints filed, including detailed information such as business involved, actions taken, final resolution;
- Prepares and sends correspondence, emails, and other forms of communication with regard to consumer complaints filed with department;
- Makes referrals as appropriate, and/or coordinates with other agencies having jurisdiction and authority to resolve complaints or address inquiries, as necessary;
- Makes recommendations to Director or other appropriate authorities regarding investigative or enforcement action to be taken, related to received complaints, as appropriate;
- Attends meetings (such as Home Improvement, Electrical, Plumbing Board meetings, legislative committee meetings, etc.), as assigned;
- Attends, participates in, presents consumer advice and initiatives at, community outreach and education events, business expos, 4-H Fair, Office for Aging events, etc., as assigned;
- Develops and maintains active consumer outreach program (via email, social networking, mail, etc.) to provide advisory notification bulletins, and promulgate information relative to consumer alerts, active or seasonal scams, other helpful information and advice;

CONSUMER SERVICES ASSISTANT (cont'd)

Maintains departmental records of benefits and cost savings provided to consumers and/or businesses through the department's programs;  
Uses department records and other sources to develop consumer outreach programs and to recommend actions to alleviate or avoid repeated consumer or business losses, e.g. legislation, distribution of educational materials, media releases or heightened enforcement activities;  
Communicates with other municipal, state, and federal consumer affairs offices;  
Prepares and reviews official municipal correspondence, applications and other official documents, including permits;  
Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;  
Performs general office filing, correspondence, data entry and/or typing as needed;  
Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of office practices, terminology, procedures, and equipment; knowledge of laws, rules and regulations that affect consumers and businesses, including Putnam County local laws; familiarity with services provided by the agency as well as community resources; ability to understand and carry out complex oral and written directions; ability to gather and analyze facts and to draw sound conclusions; ability to use computers and proficiency in working with spreadsheet, word processing, and presentation software; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with a variety of individuals and agencies; ability to deal effectively and cooperatively with the public including clients of diverse socio-economic backgrounds and cultures; good listening skills; good judgment; patience; integrity; resourcefulness; initiative; accuracy; tact and courtesy.

MINIMUM QUALIFICATIONS: Either

- a) Bachelors degree and four (4) years of experience working in a public, municipal or private agency or organization that provides services and/or resources to consumers, constituents, or clients; or
- b) Graduation from high school or possession of a comparable diploma and six (6) years of general office administration experience, four (4) years of which must have involved providing services and/or resources to consumers, constituents, or clients.

SPECIAL REQUIREMENTS:

1. Possession of official New York State Notary Public Commission within three (3) months of appointment, maintained throughout employment; and
2. Possession of a current valid Driver License issued by a governmental authority at time of appointment, maintained throughout employment.