

DIRECTOR OF CONSUMER AFFAIRS/WEIGHTS AND MEASURES/  
TRADES LICENSING AND REGISTRATION

DISTINGUISHING FEATURES OF THE CLASS: This is high level administrative and supervisory work involving responsibility for directing, coordinating and overseeing a variety of work designed to aid and protect consumers, including responsibility for inspections, and investigation of complaints, alleged consumer fraud and/or unfair practices. Responsibilities include administering, supervising and enforcing the provisions of Agriculture and Markets law, rules and regulations relative to a variety of services designed to aid and protect consumers, including weights and measures. Additional responsibilities include ensuring standards are met relative to consumer protection, including weights and measures, and enforcing municipal requirements for licensing and/or registration of tradespeople. The Director may also serve as the Sealer of Weights and Measures. Work is performed under supervision of the County Executive and County Legislature. Supervision is provided to lower level technical and clerical staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Oversees day-to-day operations of the department, including receipt, review and investigation of consumer complaints, including referrals to appropriate state or federal agencies as necessary;

Ensures enforcement of appropriate laws, rules and regulations, such as general business law, New York State Code, Rules and Regulations, lien law, and a variety of local laws and statutes;

Coordinates and oversees activities of county Electrical, Plumbing and Home Improvement boards, including attending meetings and providing information as needed;

Prepares all civil and criminal charges for presentation to the proper board, the law department or the District Attorney's office, as appropriate;

Works in conjunction with law enforcement as needed, including preparation of supporting documentation and testifying;

Makes recommendations relative drafting and/or modifications of local laws, as needed;

Adjudicates "plea by mail" cases submitted to Home Improvement Board;

Establishes and manages relationships with insurance and bonding agencies relative to consumer claims;

Oversees state-mandated weights and measures program, including testing and inspecting of all weighing and measuring devices used commercially in the county, including but not limited to item pricing, scanner accuracy, octane testing, etc.

Manages and/or conducts investigations of suspected violations in the sale of commodities and rendering of services;

Submits required annual report to the NYS Department of Agriculture and Markets for mandated Weights and Measures Program;

Develops and supervises records and data maintenance systems and procedures, and produces reports and documents as needed;

Provides oral and written reports to various departments, boards and authorities, as required;

Oversees collection of fines and fees;

Prepares annual budget for department;

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Acts as liaison with the business community and consumers;  
Trains, schedules and supervises support staff;  
May conduct or assist in research studies appropriate for the  
protection, education and information of the consumer;  
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 laws, rules and regulations governing consumer affairs and services, weights and measures programs, and local trades licensing requirements; good knowledge of practices and procedures used to inspect, test and ascertain accuracy of weighing and measuring devices and systems; good knowledge of research and investigative techniques and procedures; good knowledge of principles and practices of administrative techniques and procedures including budget preparation; ability to plan and direct the work of others; ability to read and interpret complex written material such as state and local laws, rules, regulations and policies pertaining to consumer protection, weights and measures and trades licensing requirements; ability to maintain accurate records and produce reports; ability to make quick and accurate mathematical calculations; ability to establish and maintain effective professional relationships; integrity; tact and courtesy.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree in physical sciences, engineering sciences, electronics sciences, mechanical technology, mathematics, or a related technical field and three (3) years of work experience involving supervision of employees where the primary functions and responsibilities were investigative or inspection-related, and/or involved enforcement of consumer protection law, consumer complaint investigation, complaint mediation, trades licensing, laboratory work requiring precision weighing and measuring, or related work; or
- b) Graduation from high school or a comparable diploma and five (5) years work experience involving supervision of employees where the primary functions and responsibilities were investigative or inspection-related, and/or involved enforcement of consumer protection law, consumer complaint investigation, complaint mediation, trades licensing, laboratory work requiring precision weighing and measuring, or related work; or
- c) An equivalent combination of training and experience as described in a) and b).

SPECIAL REQUIREMENT:

Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.