

DIRECTOR OF WEIGHTS AND MEASURES/CONSUMER AFFAIRS

DISTINGUISHING FEATURES OF THE CLASS: This is inspection and investigative work designed to aid and protect the consumer, including responsibility for the investigation of complaints, alleged consumer fraud and/or unfair practices requires independent judgment and decision making. Additionally, this class is responsible for administering, supervising and enforcing the provisions of Agriculture and Markets Law, Rules and Regulations as they relate to weights and measures and performs other duties relative to services designed to aid and protect consumers. The incumbent will take charge of and safely keep the municipal standards as prescribed by statute, and maintain complete records of work performed. The Director exercises all the powers of a peace officer and has access to all places of business, buildings or premises to inspect, test and ascertain if weights and measures, weighing and measuring devices and systems and accessories are correct and being used correctly. Work is performed under the supervision of the County Executive and County Legislature, and is subject to direction and supervision by the Commissioner of Agriculture and Markets. Supervision is provided to lower level technical and clerical staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives, reviews and investigates consumer complaints concerning the quantity or quality of goods and services provided;
Conducts independent investigation of suspected violations in the sale of commodities and rendering of services;
Checks shops and stores for availability of items as advertised in the various media;
Reads and keeps abreast of publications, articles and news items pertaining to consumer protection;
Maintains records of inspections and investigations and makes appropriate oral and written reports;
Notifies the public of pertinent consumer information through the media channels;
Visits or oversees visits to stores, markets, warehouses, wholesale houses, gas stations and other establishments to test and verify the accuracy of weighing and measuring devices;
Inspects or oversees inspection of standard weights and measures determines the accuracy of scales, meters, rules and other measuring devices;
Inspects or oversees inspection of calibrated containers, tests fluid measuring devices such as service station gasoline pumps;
Inspects or oversees inspection of standard weights, checks meat, produce and platform scales for accuracy;
Seals pumps, metering devices and scales when found to be accurate within the allowable tolerances;
Orders faulty measuring and weighing devices repaired or replaced depending on the condition and reparability of the devices;
Responds to consumer complaints by investigation or testing as the occasion demands;
Examines and checks the contents of pre-packaged foods to determine the accuracy of labeling practices;
Removes, or orders removed from sale, those products not meeting the volume, weight or count as declared on the package label;
May be required to testify in court in consumer fraud litigation;

Submits narrative reports of inspections, violations and ordered repairs as required by regulations;
May conduct or assist in research studies appropriate for the protection, education and information of the consumer;
Acts as liaison with the business community;
Trains, schedules and supervises support staff;
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 research techniques and procedures for finding facts and personal contact information; good knowledge of Laws, Rules and Regulations governing Weights and Measures programs; good knowledge of practices and procedures used to inspect, test and ascertain if weighing and measuring devices and systems are correct or being used correctly; good knowledge of investigative techniques; skill in inspecting and testing weighing and measuring devices and systems; working knowledge of principles and practices of modern administrative techniques and procedures including budget preparation; ability to plan, schedule, train and supervise the work of others; ability to read and interpret complex written material, state laws and departmental regulations pertaining to consumer protection; ability to maintain accurate records and produce reports; mechanical aptitude; ability to make quick and accurate mathematical calculations; physical condition ability to lift and carry objects weighing up to 50 pounds.

MINIMUM QUALIFICATIONS: Either

- a) Completion of twenty-four (24) college credits in physical sciences, engineering sciences, electronics sciences, mechanical technology, mathematics, or a closely related field; or
- b) Graduation from high school or possession of a comparable diploma and two (2) years full time work experience where the primary functions and responsibilities were investigative or inspection-related, and/or involved testing of devices and packaged commodities, commercial and/or industrial weighing and/or measuring, use of precision scales/balances and other precision measuring equipment, conducting chemical or physical analyses using precision measuring equipment, or substantially similar duties; or
- c) Graduation from high school or a comparable diploma and four (4) years work experience which shall have primarily involved direct public contact involving resolution of complaints, explanation of services or the processing of claims; or
- d) An equivalent combination of training and experience as defined within the limits of (a) and (b).

SPECIAL REQUIREMENT:

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