

DIRECTOR OF CONSUMER AFFAIRS

DISTINGUISHING FEATURES OF THE CLASS: This is inspection and investigative work designed to aid and protect the consumer. This inspection work ranges from routine to moderately difficult and the responsibility for the investigation of complaints, alleged consumer fraud and/or unfair practices requires independent judgment and decision making. Work is performed independently with the exception of matters that require cooperation and coordination with the Sealer of Weights and Measures. 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;
May conduct or assist in research studies appropriate for the protection, education and information of the consumer;
Liaison with the business community;
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 command of the English language; ability to produce accurate reports through personal contact, observation and examination of materials and records; ability to establish and maintain effective working relationships; ability to communicate ideas clearly and effectively, both orally and in writing; tact; courtesy.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or a comparable diploma and two (2) years of work experience in investigative or inspection functions; or

- b) Graduation from high school or a comparable diploma and two (2) years work experience in direct services activities which shall have involved resolution of complaints, explanation of services or the processing of claims; or
- c) Four (4) years work experience which shall have primarily involved direct public contact; or
- d) An equivalent combination of experience as indicated above.

SUBSTITUTION NOTE: Post-secondary level education may be substituted for one (1) year of the required experience indicated above on the basis of thirty (30) college credits per year of experience.

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.

SPECIAL REQUIREMENT:

Access to transportation is required to perform field work responsibilities in a timely and efficient manner.