

CONSUMER LIAISON ASSISTANT (CONSUMER PROTECTION)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized liaison and community outreach work involving responsibility for providing basic information to consumers and contractors in order to promote awareness of the services and functions of the Office of Consumer Protection. The work is performed under the direct supervision of a higher-level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides basic information to consumers and contractors to promote awareness of the service provided by the Department of Consumer Protection;

Visits construction sites to provide basic information to contractors about Rockland County local law requirements;

Visits worksites and businesses to encourage adherence to basic safety precaution practices (e.g., use of safety goggles, use and storage of tools, disposal of materials, etc.);

Answers routine questions regarding Rockland County consumer protection procedures and processes;

Visits homeowners to provide basic information about Rockland County consumer protection procedures regarding complaints (e.g., forms that have to be completed) and may gather routine information in order to complete forms;

Prepares routine reports about observations at construction sites, worksites, businesses, etc. and may recommend solutions for basic consumer protection problems;

Completes structured forms;

Enforces the pertinent provisions of the Agriculture and Markets Law of the State of New York and the provisions of the local laws in the County of Rockland pertaining to the protection of consumers;

May represent the department at meetings, community events, etc.;

May maintain basic records, as directed, regarding outreach and liaison activities;

May act a liaison, as assigned, with licensed contractors, code enforcement officials, consumers, consumer protection boards, etc. to provide basic information, gather information about problems and concerns regarding procedures, processes and requirements, explain informational materials, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of local businesses and contractors; working knowledge of Rockland County consumer protection procedures, processes, and services*; working knowledge of Rockland County consumer protection local law requirements*; working knowledge of safety practices and precautions as they pertain to contracting trades (e.g., home improvement, electrical)*; ability to establish and maintain cooperative relations with others; ability to understand and carry out directions; ability to complete basic forms.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and three (3) years of work experience in consumer protection (e.g., investigating or resolving consumer complaints, explaining consumer protection services, procedures, and processes, etc.); or

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2. An Associate's degree or equivalent college credits (a minimum of sixty (60) college credits) and one (1) year of work experience in consumer protection (e.g., investigating or resolving consumer complaints, explaining consumer protection services, procedures, and processes, etc.); or
3. A Bachelor's degree or higher may be deemed fully qualifying.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at the time of appointment and must be maintained throughout the course of employment in this title.

*To be demonstrated during probationary period.