

CONSUMER PROTECTION ACTIVITIES SPECIALIST***

DISTINGUISHING FEATURES OF THE CLASS: This is primarily administrative work of a moderately complex nature involving coordinating a variety of activities, including licensing, in the area of consumer protection and related activities. General supervision is received from a higher-level administrator and supervision is provided over a number of Consumer Protection Inspectors and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises the receipt and processing of license applications and the issuance of licenses;
Coordinates the activities and implements the directives of the licensing boards;
Assists the Director and Deputy Director with administrative functions;
Supervises the activities of lower-level staff by assigning and reviewing work, assisting in resolving problems, providing recommendations, etc.;
Reviews, processes and completes a variety of personnel forms and transactions;
Coordinates and supervises the department's payroll;
Supervises the purchasing of a variety of supplies, materials and equipment;
Provides for the establishment and maintenance of a variety of licensing files;
Receives, reviews and processes or supervises the processing of consumer complaints;
Recommends to the Director disposition of cases in conformance with specific regulations and office policy;
Conducts independent investigations of suspected violations of Rockland County licensing laws;
Enforces the pertinent provisions of the Consumer Protection laws of the State of New York and the provisions of local laws in the County of Rockland pertaining to the protection of consumers especially in relation to licensing;
Maintains and/or supervises the maintenance of records of inspections and investigations;
Makes appropriate oral and written reports, some of a moderately complex nature;
Develops license application forms as needed;
May conduct or assist in research studies appropriate for the protection, education, and information of the consumer.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of laws, rules and regulations governing the protection of consumers; good knowledge of practices and procedures used to investigate consumer complaints; good knowledge of appropriate licensing practices and procedures, especially as related to the County of Rockland*; good knowledge of business arithmetic; ability to read and interpret complex written material, state laws, local laws and departmental regulations pertaining to consumer protection; ability to prepare written material, including reports; ability to maintain a variety of records; ability to supervise the work of others.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher and one (1) year of post-degree experience which included directing the work of others and/or providing work guidance in one or a combination of the following:
 - a. enforcement of weights and measures; or
 - b. consumer protection activities**; or
2. An Associate's degree and three (3) years of the general experience as described in above, one (1) year of which included directing the work of others and/or providing work guidance; or
3. Graduation from high school or possession of an equivalency diploma and five (5) years of the general experience as described in 1. above, one (1) year of which included directing the work of others and/or providing work guidance.

(over)

*To be demonstrated during probationary period.

**Such activities must involve, on a regular basis, the independent evaluation of situations, customer and/or consumer complaints, etc. and/or a knowledge and application of consumer protection laws and/or regulations.

***This reflects a retitling of Coordinator, Consumer Protection Activities.