

CONSUMER PROTECTION COORDINATOR (OPERATIONS)

DISTINGUISHING FEATURES OF THE CLASS: This is administrative and specialized professional work in the office of Consumer Protection involving responsibility for investigations and the resolution of consumer complaints and enforcement of consumer protection laws. The work is performed under the supervision of the Director of Consumer Protection and with the guidance of the Office of the County Attorney and supervision is provided to clerical and technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Prepares legal documents such as depositions, criminal information and summonses, subpoenas, affidavits of service for submission to the courts and the District Attorney's office, and with guidance from the Office of the County Attorney, as needed;

Assists in the preparation for hearings and trials relating to the enforcement of consumer protection laws by coordinating conferences and appointment times for witnesses, gathering evidence, interviewing witnesses, etc.;

Performs legal research in municipal and consumer law;

Provides consumers and contractors with answers to inquiries regarding local laws enforced by the Department of Consumer Protection;

Verifies citations in legal briefs, memos and opinions and the accuracy of cited cases;

Rechecks the accuracy of cited cases;

Coordinates the indexing and cross referencing of legal materials (e.g. local laws, resolutions, etc.);

Coordinates and documents the maintenance of various materials for office use (i.e. comptroller's opinions, assembly laws, law journals, etc.);

Reviews new home improvement contractor applications for completeness and qualifications;

Prepares legal notices of public hearing and board meetings, as requires;

Assists the Director in drafting amendments to laws and rules and regulations of local laws enforced by the Department of Consumer Protection;

Addresses community and other groups to promote awareness of weights and measures/consumer protection issues and laws;

Provides testimony in court and represents the Director of Consumer Protection in court for the arraignment and prosecution of violators, as necessary;

Acts as hearing officer regarding violations of home improvement laws, the New York State Agriculture and Markets Law, etc.;

Provides guidance to others regarding procedures and policies and complex consumer protection matters;

Gathers and analyzes information in order to develop and make recommendations regarding policies, procedures and practices, budget preparation, etc. and prepares a variety of reports, as needed;

Supervises the activities of clerical and technical staff;

Makes recommendations to the Director of Consumer Protection regarding policies, practices and procedures as well as the resolution of complex matters;

Acts as FOIL officer for the department;

May act for and in place of the Director.

(over)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of laws, rules and regulations governing consumer protection and local trades licensing requirements; good knowledge of the principles and practices of legal research, especially as it pertains to consumer protection matters; good knowledge of basic court procedures relative to the presentation of evidence and the prosecution of violators of consumer protection laws; good knowledge of weights and measures programs*; ability to read and interpret complex written materials such as laws, rules and regulations; ability to prepare reports; ability to prepare court documents; ability to establish and maintain effective working relationships with others; ability to communicate effectively, both orally and in writing; ability to conduct research and prepare legal documents; ability to supervise the work of others.

MINIMUM QUALIFICATIONS: A Bachelor's degree and three (3) years of experience that substantially involved the preparation of legal documents (e.g., depositions, summonses, subpoenas, affidavits, etc.) and/or the performance of legal research related to consumer protection matters (e.g., legal research related to consumer law, related municipal law, etc.).

NOTES:

1. Completion of an approved course of study for paralegal specialists may be substituted for two (2) years of the required experience.
2. Graduation from law school may be deemed fully qualifying.

*To be demonstrated during the probationary period.