

CONSUMER PROTECTION LICENSING MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is professional administrative work responsible for managing and overseeing all aspects of the licensing process involving investigations of home improvement contractors and other businesses (e.g., livery/taxi) to ensure compliance with licensing requirements and regulations. The work involves independent judgment and decision-making responsibility to support staff engaged in the licensing process and the administration of policies. The work is performed under the general direction of the Director of Consumer Protection and Public Advocate and/or their Deputy and supervision is provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Manages and streamlines all aspects of livery/taxi and licensing operation including application and form development, policy and procedure creation, workflow implementation, investigations and supervision and training of clerical and technical staff;

Provides recommendations for enhancing operational efficiency and oversees the implementation of improvements and changes;

Supervises staff involved in processing new applications and renewals in the Licensing Division for all license types to promote consistency and efficiency;

Issues, suspends and/or revokes licenses in accordance with established rules, policies and procedures and resolves complex matters;

Stays updated on federal, state and local laws, regulations, industry trends and best practices related to licensing requirements;

Coordinates and oversees the implementation of the livery and taxi program by ensuring the program requirements are met, providing recommendations for changes, resolving problems, assigning staff, etc.;

Analyzes information to develop recommendations for current policies, procedures, practices and budget reporting;

Prepares a variety of reports and maintains records;

Acts as a liaison with other county departments, government, law enforcement and other external agencies for license applications (e.g., livery/taxi licensing, home improvement, etc.);

Assists with the adjudication of hearings, recommending action/penalties for violating regulations (e.g., livery/taxi, home improvement, etc.);

Supports the Director of Consumer Protection and Public Advocate in drafting, amending and enforcing local consumer protection laws, rules and regulations;

May appear on behalf of the department at various board meetings, court proceedings, appeal panels regarding home improvement, livery/taxi and other license classifications;

May review and evaluate license applications, ensuring completeness and adherence to requirements;

May perform personnel-related tasks and other administrative functions;

May act on behalf of the Director of Consumer Protection and Public Advocate in their absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of laws, rules and regulations governing consumer protection programs; good knowledge of the laws pertaining to home improvement licensing and other local licensing laws enforced by the Office of Consumer Protection; good knowledge of the principles and practices of modern administrative techniques and procedures; good knowledge of investigative techniques;

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ability to resolve problems and develop solutions; ability to read and interpret complex written material, state laws and departmental regulations pertaining to consumer protection; ability to supervise the work of others; ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher and three (3) years of experience that substantially involved the enforcement of consumer protection laws and regulations or direct involvement in consumer protection (e.g., resolving consumer complaints and/or disputes through mediation and/or arbitration, investigating unfair practices or consumer fraud), one (1) year of which must have been in a supervisory, managerial, or administrative capacity; or
2. A Bachelor's degree or higher and three (3) years of experience that substantially involved the preparation of legal documents (e.g., depositions, summonses, subpoenas, affidavits, etc.) and/or the development or implementation of departmental policies, processes or procedures, one (1) year of which must have been in a supervisory, managerial, or administrative capacity.
3. An Associate's degree (minimum of sixty (60) college credits) and five (5) years of experience, one (1) year of which must have been in a supervisory, managerial, or administrative capacity as described in 1. or 2. above.

SPECIAL REQUIREMENT: Possession of a valid driver's license.

R.C.D.P. 06.20.2024
Competitive

02.25.2025 New York State Civil Service approved Non-competitive in the NY HELPS Program.