

## **CONSUMER PROTECTION PROGRAM MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized professional administrative work involving responsibility for the coordination of consumer protection public outreach efforts and departmental initiatives. The work involves independent judgment and decision-making responsibilities in handling complex tasks and projects and supporting staff in the administration of departmental programs. The work is performed under the general supervision of the Director of Consumer Protection and Public Advocate and/or the Deputy Director of Consumer Protection and Public Advocate and supervision is provided to clerical and technical staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Oversees and directs consumer protection programs, including new office initiatives (e.g., Livery, etc.) public outreach efforts and policy implementation, while partnering with County departments and local agencies to enhance awareness and foster participation;

Performs research on consumer protection topics, trends, issues and developments, delivering reports and recommendations to the Director to support informed decision making and policy updates;

Analyzes consumer feedback and complaints to identify trends and areas for improvement;

Maintains and updates the department's website and social media platforms to ensure the public stays informed about relevant topics and developments;

Develops articles, brochures, handouts, PowerPoint presentations and other materials for public awareness campaigns and speaking engagements;

Speaks to community groups and other organizations to raise awareness about consumer protection, weights and measures issues, laws and updates;

Investigates complaints of consumer fraud and unfair practices, meeting with consumers to gather information, explain procedures and provide guidance on regulations;

Reviews inspection and investigation reports and provides recommendations for resolving issues and complaints;

Assists the Director in drafting amendments to laws, rules and regulations enforced by the department;

Responds to in-person, phone and electronic inquiries regarding consumer fraud, violations, etc.;

Provides guidance to licensing and inspection staff regarding the investigation of consumer complaints and consumer protection related policies, procedures, laws, rules and regulations;

May perform personnel-related tasks and other administrative functions;

May act as Freedom of Information (FOIL) officer for the department.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of laws, rules and regulations governing consumer protection and local trade licensing requirements; thorough knowledge of research principles and practices especially as it pertains to consumer protection matters; thorough knowledge of the principles and practices of modern administrative techniques and practices; good knowledge of weights and measures programs\*; ability to read and interpret complex written materials such as laws, rules and regulations; ability to supervise the work of others; ability to prepare reports; ability to establish and maintain effective working relationships with others; ability to communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree or higher and three (3) years of experience that involved one or more of the following, one (1) year of which must have been in a supervisory, managerial or administrative capacity:

(over)

- a. Enforcement of consumer protection laws and regulations; or
- b. Investigation duties and responsibilities in the area of consumer protection or in an area affecting the public or a combination thereof (e.g., criminal justice, social services investigation, etc.); or
- c. Direct involvement in consumer protection (e.g., resolving consumer complaints and/or disputes, investigating unfair practices or consumer fraud).

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

\*To be demonstrated during the probationary period.