

CONSUMER PROTECTION SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized consumer protection work that primarily involves responsibility for weights and measures inspections and investigations pertaining to the consumer protection and licensing programs administered by the Department of Consumer Protection. The work also involves responsibility for implementing and maintaining the department's system for maintaining and tracking information. The work is performed under the general direction of the Director of Consumer Protection and the Consumer Protection Coordinator. Work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees the day-to-day activities of the Department of Consumer Protections computer system (e.g., WINWAM) in order to resolve problems, generate reports, maintain databases, provide guidance to staff regarding the system, etc.;

Makes recommendations regarding policies and procedures for the use of the WINWAM system, including but not limited to billing processes;

Acts as liaison with the department's computer system vendor in order to discuss updates, resolve problems, etc.;

Provides work guidance to staff (i.e., acts as a lead worker) regarding the investigation and inspection of weighing and measuring devices and scanning and item-pricing equipment;

Oversees and participates in the inspection of scanning and item-pricing equipment;

Reviews reports of inspections and investigations of contractors, and makes recommendations regarding the resolution of problems and complaints;

Reviews item pricing waiver applications in order to evaluate them and make recommendations regarding waivers;

Inspects retail establishments to determine compliance with local pricing laws;

Investigates complaints of consumer fraud and unfair practices and meets with consumers, as necessary, to gather information, explain procedures and regulations, provide guidance, etc.;

Provides guidance to staff performing independent investigations of suspected violations in the sale of commodities and rendering of services to resolve problems, implement procedures, ensure compliance with policies and regulations, etc.;

Issues notices of violation for non-compliance with regulations and laws, as necessary;

Maintains records (i.e., completes forms) of inspections and investigations and provides oral and written structured reports, as required;

Visits local vendors to disseminate information about laws pertaining to the scanning and pricing of products;

Tests scales, pumps, meters, balances, weights, and other measuring devices, when assigned;

Completes special projects, when assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of laws enforced by the Department of Consumer Protection, pertaining to the pricing and scanning of products; thorough knowledge of the construction, operation, and testing procedures of commonly used weighing and measuring devices; thorough knowledge of consumer protection laws; good knowledge of computer systems used by the Rockland County Department of Consumer Protection (e.g., WINWAM)*; ability to conduct inspections; ability to organize information in tables and other records; ability to prepare structured reports (forms); ability to explain information to others; ability to establish and maintain effective working relationships with others, especially local merchants.

(over)

MINIMUM QUALIFICATIONS: An Associate's degree or higher and four (4) years of full-time, paid work experience consisting primarily of one or a combination of the following:

- a. Investigation or inspection duties and responsibilities in the area of consumer protection or in an area affecting the public or a segment thereof (e.g. criminal investigation, social services investigation);
- b. Enforcement of codes, statutes or regulations affecting the public or a segment thereof, including private firms or other organizations;
- c. Direct customer services activities such as resolution of complaints, explanation of services, etc., or the supervision of such activities.

SPECIAL REQUIREMENT: A valid driver's license applicable to the kind and size of vehicle to be driven.

*To be demonstrated during the probationary period.