

DEPUTY DIRECTOR OF CONSUMER PROTECTION AND PUBLIC ADVOCATE*

DISTINGUISHING FEATURES OF THE CLASS: This is primarily technical and supervisory work of a moderately complex nature involving the verification of the accuracy and reliability of measuring devices and standards within the County in accordance with the appropriate provisions of Agriculture and Markets Law, Rules and Regulations and Consumer Protection laws. Investigative and supervisory duties in the protection of Rockland County consumers are a regular aspect of the job. In addition, an incumbent of this position may perform a variety of administrative duties and may act for and in place of the Director of Consumer Protection and Public Advocate. The incumbent of this position shall be considered a Public Officer in accordance with Public Officer's Law. General supervision is received from the Director of Consumer Protection and Public Advocate. Supervision is exercised over technical, professional, and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Provides assistance in the maintenance of standards as they relate to the laws and regulations that govern Weights and Measures and contractors operating in Rockland County;

Instructs and oversees department personnel with respect to the proper testing and inspection of weighing and measuring devices and sealing thereof;

Receives and supervises the checking of prepackaged food and other products for accuracy of stated quantities and other labeling practices;

Directs investigations of consumer fraud and unfair practices and the disposition of complaints related thereto;

Acts for and in place of the Director of Consumer Protection and Public Advocate in his/her absence;

Reviews and makes determinations regarding the findings of a variety of investigations (e.g., complaints of consumer fraud, violations in the sale of commodities);

Directs and/or conducts research studies appropriate to the protection and education of the consumer;

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

Gathers and analyzes information to develop and make recommendations regarding policies, procedures and practices, budget, as well as the resolution of complex matters;

Prepares a variety of reports and maintains records as required;

Makes court appearances for arraignments and prosecution of violators;

Supervises technical and clerical staff;

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

May act as hearing officer regarding violations of home improvement laws, New York State Agriculture and Markets Law, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of laws, rules and regulations governing Weights and Measures programs; thorough knowledge of practices and procedures used to inspect, test and ascertain if weighing and measuring devices and systems are correct or being used correctly; thorough knowledge of appropriate consumer protection laws; thorough knowledge of County government and departmental operations; thorough knowledge of the construction and operation of commonly used weighing and measuring devices; thorough knowledge of common packaging problems and practices; good knowledge of the principles and practices of modern administrative techniques and procedures including budget preparation and administration; good knowledge of investigative techniques; 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.

(over)

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher and four (4) years of experience that substantially involved one or more of the following, one (1) year of which must have been in a supervisory, managerial, or administrative capacity:
 - a. enforcing weights and measures/consumer protection laws and regulations and inspecting and testing of devices and packaged commodities; or
 - b. inspecting, testing, and repairing commercial and/or industrial weighing and/or measuring devices per manufacturer's specifications and tolerances; or
 - c. inspecting and testing both quality and quantity of packaged or manufactured goods using precision scale/balances and other precision measuring equipment, performing data reduction and assessing compliance of the results with appropriate specifications and tolerances; or
 - d. conducting chemical or physical analyses using precision scales/balances and other precision measuring equipment, performing data reduction and assessing compliance of results with the appropriate specifications and tolerances; or
 - e. direct involvement in consumer protection (e.g., resolving consumer complaints and/or disputes through mediation and/or arbitration, investigating unfair practices or consumer fraud).

2. An Associate's degree (minimum of sixty college credits) and six (6) years of experience as described in (1) above.

NOTE: Graduation from high school or possession of an equivalency diploma plus additional years of the required work experience may be substituted for the college degree on a year-for-year basis.

*This reflects a retitling of Deputy Director of Weights & Measures III.

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Competitive

11.01.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.