

INSPECTION SPECIALIST II (CONSUMER PROTECTION)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized inspection work primarily involving responsibility for conducting a pricing and scanning accuracy program to ensure that pricing and scanning equipment used in retail establishments are in compliance with local law. The work also involves responsibility for weights and measures inspections and investigative functions related to consumer protection matters. The work is performed under the general direction of a higher-level administrator. Work guidance (e.g., lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

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;
Recommends approvals or denials of waiver requests;
Inspects retail establishments to determine compliance with local unit pricing laws;
Oversees and participates in the investigations of consumer complaints;
Provides guidance to staff performing independent investigations of suspected violations in the sale of commodities and rendering of services to resolve problems, develop procedures, ensure compliance with policies and regulations, etc.;
Reviews pricing and scanning restriction waiver applications in order to evaluate them and make recommendations regarding waivers;
Makes court appearances in cases under investigation;
Issues notices of violation for non-compliance with regulations and laws, as necessary;
Maintains records of inspections and investigations and provides oral and written structured reports, as required;
Visits local vendors to disseminate information about laws pertaining to scanning and pricing of products;
Tests scales, pumps, meters, balances, weights, and other measuring devices, when assigned;
Ascertains the accuracy of stated sizes, quantities, extent, area, or other measurement of quantities, objects, produce and articles for distribution or consumption offered or submitted for sale, 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; good knowledge of the construction, operation and testing procedures of commonly used weighing and measuring devices; good knowledge of consumer protection laws; ability to conduct inspections; ability to organize information in tables and other records; ability to explain information to others; ability to establish and maintain effective working relationships with others, especially local merchants.

MINIMUM QUALIFICATIONS: An Associate's degree or higher and three (3) 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 service activities such as resolution of complaints, explanation of services, etc., or supervision of such activities.

(over)

PROMOTION: One (1) year of permanent status as an Inspection Specialist I (Consumer Protection).

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