

LICENSING AND INSPECTION ASSISTANT I

DISTINGUISHING FEATURES OF THE CLASS: This is specialized inspection and investigative work in the licensing division of the Office of Consumer Protection primarily involving investigations of home improvement contractors and other businesses (e.g., livery/taxi) in order to ensure compliance with licensing requirements. The work is performed under the general direction of a higher-level administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Conducts applicant and licensee investigation for various licenses, including but not limited to home improvement and livery and taxi issued by the Office of Consumer Protection;

Receives, reviews and assists with the investigation of consumer complaints by meeting with involved parties, gathering information, and making recommendations for the resolution of such complaints;

Conducts independent investigations of suspected violations of local and New York State laws enforced by the Office of Consumer Protection;

Recommends disposition of cases in conformance with laws, regulations and policies;

Maintains records of inspections and investigations and prepares reports and forms;

Performs field work (e.g., inspections at consumers' homes, livery and taxi establishments and routine monitoring and inspection checks for violations of Rockland County local law) in order to identify unlicensed contractors, resolve problems, respond to complaints, etc.;

Assists with the enforcement of the pertinent provisions of the Agriculture and Markets Law of the State of New York and the provisions of the local laws in the County of Rockland pertaining to the protection of consumers by performing inspections, gathering information, meeting with consumers and business representatives to identify problems and discuss solutions, etc.;

May participate in or support research studies aimed at protecting, educating and informing consumers;

May develop and disseminate information regarding consumer rights and responsibilities regarding home improvement contractors, licensed or registered businesses that provide direct services to the public, etc.;

May make court appearances and/or represent the department at hearings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

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 investigative techniques; good knowledge of techniques and procedures for gathering facts; ability to perform arithmetic calculations; ability to prepare basic structured reports; ability to communicate effectively, both orally and in writing; ability to understand and interpret basic consumer protection regulations and policies; ability to establish and maintain cooperative working relationships with others.

MINIMUM QUALIFICATIONS:

1. An Associate's degree and one (1) year of full-time, paid work experience consisting of any 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, building and/or code violation inspections, home or business inspections and/or health inspections);
 - b. Enforcement of codes, statutes or regulations affecting the public or a segment thereof, including government agencies, private firms or other organizations;

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- c. Provision of customer services activities such as resolution of complaints, explanation of services, etc., or the supervision of such activities; or
2. Graduation from high school or possession of an equivalency diploma and three (3) years of full time, paid work experience consisting of any one or a combination of the following as indicated in 1. above.
3. A Bachelor's degree or higher may be deemed fully qualifying.

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.