

**ORANGE COUNTY  
MANAGEMENT CLASS SPECIFICATION**

**TITLE:** COMMISSIONER OF CONSUMER AFFAIRS **GRADE:** 25

**TITLE ABBREVIATION:** COMM OF CON AFF **TITLE NO.:** 6964

**JURIS.CL:** NC **SALARY CODE:** 03 **EEO CODE** OA **FLSA CODE :** EX

**DEPARTMENT:** CONSUMER AFFAIRS

**NATURE OF THE WORK:** This position directs the Consumer Affairs activities of Orange County to ensure equity in all commercial transactions including investigations of unfair or deceptive practices against consumers. The Commissioner is charged with promoting an atmosphere of trust and respect between buyers and sellers to the benefit of the County. An employee in this position exercises a considerable amount of independent judgment and has overall responsibility for department policy and procedures, program direction, fiscal accounting and personnel appointments.

**CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS:** This is a one-position class allocated to the Non-Competitive Class of the classified service. The Commissioner carries out duties as defined in Article XVIII, Section 18.06 of the Orange County Charter and Administrative Code. The Commissioner is assigned powers and duties to deliver services designed to aid and protect the consumer. The Commissioner is appointed by the County Executive and confirmed by the Legislature. Work is performed under the general administrative oversight of the County Executive. The Commissioner exercises direct supervision over a staff of professional and technical personnel. Positive interaction with the general public is a critical part of this position because of the objectives for and goals of the consumer affairs activities. The Commissioner attempts to resolve consumer complaints resulting in acceptable solutions for both buyer and seller.

**TYPICAL DUTIES AND TASKS:**

Plans, organizes and directs the activities of professional and technical personnel engaged in the compilation, analysis and interpretation of data relating to unfair or deceptive practices against consumers;

Plans and directs the overall policies of the department relating to administration, fiscal accounting and personnel appointments;

Directs the investigation, disclosure and prosecution, if necessary, of persons or groups responsible for unfair or deceptive practices against consumers;

Promotes public understanding and cooperation with the objectives of the Consumer Affairs Department by developing programs of consumer education, awareness, and information;

Attends meetings of business and consumer groups and speaks concerning consumer protection regulations in order to understand mutual problems and promote good will;

Promotes public responsibility on the part of local business and industry by encouraging a high standard of honesty and fair practice in the production, promotion and sale of consumer goods and services through public awareness programs;

Notifies and educates the public of pertinent consumer information using media channels, internet, newsletters or brochures;

Holds formal and informal meetings with violators to resolve complaints, answer questions, and reach settlement agreements;

Prepares and submits to the County Executive written reports of the activities, investigation and recommendations for the Department of Consumer Affairs.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of laws, rules and regulations pertaining to consumer protection and education; good knowledge of public relations techniques; good knowledge of principles and practices of modern administrative techniques and procedures including budget and administration; ability to plan, train, and supervise the work of others; ability to establish and maintain effective relationships with others including the public, business community, and community groups; ability to prepare clear, accurate, written and oral reports; resourcefulness; initiative; tact; physical condition appropriate to the demands of the position.

**MINIMUM QUALIFICATIONS:** Either

- (A) Bachelor's Degree or higher and two (2) years of experience in the field of consumer protection, consumer education, public relations or communications, one (1) year of which must have been in a supervisory capacity; OR
- (B) Associate's Degree and three (3) years of experience in the field of consumer protection, consumer education, public relations or communications, one (1) year of which must have been in a supervisory capacity.

**Note:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.