

ORANGE COUNTY CLASS SPECIFICATION

TITLE: CONSUMER ADVOCATE **GRADE:** 12

TITLE ABBREVIATION: CONSUMER ADVOCATE **TITLE NO.:** 6208

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: OFFICE OF CONSUMER AFFAIRS **DIVISION:**

SUPERVISOR'S TITLE: COMMISSIONER OF CONSUMER AFFAIRS

DISTINGUISHING FEATURES OF THE CLASS: The work involves responding to consumer complaints relating to unfair or deceptive practices against a consumer. Under the direction of the Commissioner of Consumer Affairs, this position assists with the promotion of programs of consumer education, awareness, and information which reinforces positive relationships between the public and business community. The work is performed under the general supervision of the Commissioner, with leeway allowed for independent decision-making. Supervision of others is not a feature of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Responds to consumer complaints and inquiries regarding consumer protection issues;

Receives and processes consumer complaints involving quality of merchandise or services;

Obtains information through inquiry, interviews, field visits, or correspondence in order to process consumer complaints;

Attempts to resolve consumer complaints through mediation between the buyer and seller;

Represents the department at meetings with businesses and consumer groups by speaking on consumer protection or promotion of consumer rights;

Prepares consumer awareness bulletins and notifies the public of pertinent consumer information through media channels;

Attends meetings, conferences and seminars as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, e-mail and database software in performing work assignments;

May assist in research studies for the protection, education, and information of the consumer.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of appropriate laws, statute, court decisions and administrative rulings pertaining to consumer protection and information; working knowledge of public relation techniques; skill in ascertaining facts by personal contact, observation, or examination of records; ability to present ideas clearly and effectively both orally and in writing; ability to establish and maintain positive relationships with the public and business community; ability to understand attitudes and concerns of the consumer, public interest groups and the community; ability to prepare written and oral reports; tact; courtesy; professionalism; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of a Bachelor's Degree; OR
- (B) Completion of 60 college credits and two (2) years of experience involving customer service or public relations work; OR
- (C) Completion of 30 college credits and three (3) years of experience as defined in (B) above; OR
- (D) Completion of 30 college credits and two (2) years of active-duty service in the United States Armed Forces.

SPECIAL REQUIREMENT: Must possess and maintain a valid driver's license.

NOTE: Your degree or credits 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 or credits were 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.

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