

CONSUMER COMPLAINT MEDIATOR 2

KIND OF WORK

Second-level professional educational, informational and investigative work in consumer protection and services.

NATURE AND PURPOSE

An employee in this class is responsible for making investigations into alleged violations of the provisions of law relating to consumer fraud and unlawful practices. Investigators at this level must be capable of handling a wide variety of complex, involved complaints. This investigator must function independently with review by his supervisors through conferences general observation, and review of completed cases.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Resolves individual consumer complaints.

Recommends full scale investigations when preponderance of evidence indicates a history of complaints.

Investigates alleged fraudulent business practices so that specific violations of the consumer fraud statute will be discovered and eliminated.

Assists in the designing and planning of surveys.

Conducts industry-wide surveys to determine the need for further investigation and for regulation.

Provides assistance to managerial staff regarding formulation of rules, regulations and legislation.

May provide supervision and assistance to entry level investigators.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Thorough knowledge of federal, state and local laws governing consumer protection.

Skill in:

Speaking and writing effectively.

Ability to:

Plan and implement in depth studies and investigation in the consumer affairs areas.

Interpret and explain laws, rules and regulations.

Gather and interpret data and information for preparing letters, documents and reports.

Establish and maintain effective public and employee relations.

Stimulate interest and gain support and cooperation for consumer programs.

Supervise the work of others and to assist in training new staff.

Est.: 5/7/74

Ckd.: 8/92

T.C.: 11/83

Former Title(s): Consumer
Services Investigator 2