

CONSUMER AIDE

KIND OF WORK

Para-professional technical services/complaint work, assisting with consumer complaints and/or investigations and providing services to the public.

NATURE AND PURPOSE

Under immediate supervision or guidance provide technical assistance to the public in the areas of consumer protection. Work may include a variety of job tasks involving providing assistance to the general public in the areas of consumer complaints; explaining procedures to be taken; making referrals to appropriate agencies; maintaining accurate files; and establishing follow-up system on complaints received.

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

Answer personal inquiries and telephone calls regarding consumer complaints.

Instructs and advises the public on general Commerce Department policies and procedures.

Assists the public in making formal complaints.

Issues forms and instructions to assist public in making formal complaints.

Determines if complaints constitute conditions which require action and makes referrals to agency with appropriate authority.

Conducts preliminary research to locate a company and its officials.

Maintains accurate files on complaints, ensures that they are followed up and closes files as they are resolved.

Prepares reports indicating status of complaints.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

- Minnesota Statutes and the legislative process

- Commerce regulated industry
- Regulated industry concepts, terminology, and industry operations
- Consumer protection laws and Commerce Department policies and procedures.
- Office practices and procedures.
- The role and function of other consumer assistance resources.

Skill In:

- Reading comprehension
- Organization
- Computer systems/applications
- Customer service
- Oral and written communication with a diverse audience to convey information/interpretation of rules, statutes, and compliance initiatives.

Ability to:

- Work independently and collaboratively
- Deliver a difficult message
- Analyze individual consumer problems and make proper referrals.
- Process information quickly and accurately in a work environment that requires repetition and attention to detail.
- Work constructively and harmoniously with other employees and the general public.

Est.: 2/76
Rev.: 2/81
Ckd.: 8/92
Rev.: 1/18

T.C.: 2/81
Former Title(s): Consumer Services Aide