

CONSUMER AIDE, SENIOR

KIND OF WORK

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

NATURE AND PURPOSE

Under general supervision or guidance provide technical assistance to the public in the areas of consumer protection. Assignments are usually made in terms of expected results and encompass the scope of consumer complaint activities with the incumbent responsible for determining the appropriate means for accomplishment. Work is in most instances of a difficult and complex nature requiring independent judgement in researching alternatives and recommending appropriate courses of action. Public contact with governmental agencies and other public and private companies is extensive. Supervision is received from professional staff members in terms of meeting agreed upon standards of performance.

DISTINGUISHING FACTORS

This class is differentiated from the class Consumer Aide by the responsibility and difficulty of work and greater degree of independence.

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, many of which are of a complex nature.

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

Assists the 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.

Investigates and resolves less complex complaints instead of referring them to professional staff.

May represent the agency at conferences and meeting and be called upon to speak on general consumer issues.

Performs special research projects under the direction of the professional staff.

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.: 3/23/82

Rev.: 1/18

T.C.:

Former Title(s):