

## CONSUMER ADVOCATE

**DISTINGUISHING FEATURES OF THE CLASS:** This class involves responsibility for receiving consumer complaints and attempting to mediate with the aim of achieving a mutually satisfactory solution or compromise between the consumer and merchant or business involved. The work is performed under general supervision with some leeway allowed in the conduct of the work. Higher level personnel are available for consultation on unusual, difficult and/ or particularly sensitive cases. Supervision is not normally a function of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Receives, reviews and processes consumer complaints involving quality of goods and/ or services;

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

Attempts to mediate between consumer and business or industry involved in order to achieve a mutually satisfactory solution;

Assists in the preparation of consumer awareness bulletins;

Provides consumer counseling, business performance information and referral services to consumers;

Participates in agency's speaker bureau.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Working knowledge of statute, court decisions, and administrative rulings pertaining to consumer protection and information; demonstrated skill in written communication; skill in ascertaining facts by personal contact, observation and/ or examination of records; ability to follow oral and written directions; ability to prepare concise reports; ability to present ideas clearly and effectively both orally and in writing; ability to establish satisfactory working relationships with others; ability to maintain a high degree of confidentiality; tact; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a bachelor's degree, or higher; **OR**
- B. Possession of an associate's degree and two (2) years of full-time paid experience, or its' part-time or volunteer equivalent, in journalism, field investigation, advertising, public relations, technical writing, mediation, public communication, legal affairs, consumer affairs and/ or a closely related field; **OR**

- C. Graduation from high school, or possession of a high school equivalency diploma, and four (4) years of the above experience; **OR**
- D. An equivalent combination of training and experience as indicated in A, B and C above.

ULSTER COUNTY  
1720 CONSUM ADV  
Classification: Competitive  
Grade: 13  
Union: CSEA

Adopted: January 23, 1980  
Revised: March 10, 1998