

SENIOR CONSUMER ADVOCATE

DISTINGUISHING FEATURES OF THE CLASS: This class involves responsibility for supervising and participating in the receipt, review and processing of consumer complaints and attempting to achieve a mutually satisfactory compromise or solution between the consumer and merchant or business involved. The employee engages in consumer education activities to heighten consumer awareness as well as to promote consumer rights. The work is performed under general supervision with considerable leeway allowed in the details of the work. Supervision is exercised over the work of subordinate personnel. The employee in this class will personally handle cases of an unusual, difficult or particularly sensitive nature. 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.

Supervises and participates in the receipt, review and processing of consumer complaints involving quality of goods and/ or services;

Reviews case reports of subordinate personnel in order to ensure proper handling of cases;

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;

Addresses community and public groups in order to heighten consumer awareness and to promote consumer rights;

Prepares Consumer Awareness bulletins;

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

May conduct, maintain and manage an inventory of agency records and ensure file security and confidentiality.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of statute, court decisions and administrative rulings pertaining to consumer protection and information; working knowledge of public relation techniques; working knowledge of journalism as applied to the editing and printing of publications and news items; demonstrated skill in written communication; skill in ascertaining facts by personal contact, observation and/ or examination of records; ability to understand and carry out complex oral and written directions; ability to prepare concise reports; ability to present ideas clearly and effectively both orally and in writing; ability to supervise the work of others; 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 bachelors degree and two (2) years of full-time paid, its' part-time equivalent or volunteer experience in journalism, field investigation, advertising, public relations, technical writing, mediation, public communication, legal affairs, consumer affairs and/ or a closely related field; **OR**
- B. Possession of an associate's degree and four (4) years of the above experience; **OR**
- C. Graduation from high school, or possession of a high school equivalency diploma, and six (6) years of the above experience; **OR**
- D. An equivalent combination of training and experience as indicated in A, B and C above.

ULSTER COUNTY
6103 SR CNSM AD
Classification: Competitive
Grade: 15
Union: CSEA

Adopted: August 6, 1998
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