

## **CONSUMER LIAISON ASSISTANT (CONSUMER PROTECTION)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized liaison and community outreach work involving responsibility for providing basic information to consumers and contractors in order to promote awareness of the services and functions of the Office of Consumer Protection. The work is performed under the direct supervision of higher-level consumer protection employees or administrators. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides basic information to consumers and contractors to promote awareness of the service provided by the Department of Consumer Protection;  
Visits construction sites to provide basic information to contractors about Rockland County local law requirements;  
Visits worksites and businesses to encourage adherence to basic safety precaution practices (e.g., use of safety goggles, use and storage of tools, disposal of materials, etc);  
Answers routine questions regarding Rockland County consumer protection procedures and processes;  
Visits homeowners to provide basic information about Rockland County consumer protection procedures regarding complaints (e.g., forms that have to be completed) and may gather routine information in order to complete forms;  
Prepares routine reports about observations at construction sites, worksites, businesses, etc. and may recommend solutions for basic consumer protection problems;  
Completes structured forms;  
May represent the department at meetings, community events, etc.;  
May maintain basic records, as directed, regarding outreach and liaison activities;  
May act a liaison, as assigned, with licensed contractors, code enforcement officials, consumers, consumer protection boards, etc. to provide basic information, gather information about problems and concerns regarding procedures, processes, and requirements, explain informational materials, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of local businesses and contractors; working knowledge of Rockland County consumer protection procedures, processes, and services\*; working knowledge of Rockland County consumer protection local law requirements\*; working knowledge of safety practices and precautions as they pertain to contracting trades (e.g., home improvement, electrical)\*; ability to establish and maintain cooperative relations with others; ability to understand and carry out directions; ability to complete basic forms.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and three (3) years of full-time, paid work experience in consumer protection (e.g., investigating or resolving consumer complaints, explaining consumer protection services, procedures, and processes, etc.).

**SPECIAL REQUIREMENT:** Must be 18 years of age and possess a current New York State motor vehicle operator's license at time of appointment.

\*To be demonstrated during probationary period.

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Non-competitive