

CONSUMER SERVICES INSPECTOR I

DISTINGUISHING FEATURES OF THE CLASS: This is specialized entry-level inspection and investigation work involving responsibility for protecting consumers. The work involves responsibility for the investigation of complaints, alleged consumer fraud and unfair practices. An incumbent of this position will be required to lift and carry a variety of equipment (e.g. gas in a gas can weighing approximately 60 pounds, a 50 pound cast iron weight, etc.) as a regular aspect of the job. The work is performed under the overall supervision of a senior-level employee or administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Tests scales, pumps, meters, balances, weights, and other measuring devices;
Ascertain the accuracy of stated sizes, quantities, extent, area, or other measurements of quantities, things, produce and articles for distribution or consumption offered or submitted for sale;
Checks shops and stores for availability of items as advertised in the various media;
Receives, reviews and investigates consumer complaints concerning the quantity or quality of goods and services provided;
Recommends disposition of cases in conformance with specific regulations and office policy;
Conducts independent investigations of suspected violations in the sale of commodities and rendering of services;
Makes court appearances for arraignments and prosecution of violations and may provide oral or written testimony in connection therewith;
Enforces the pertinent provisions of the Agriculture and Markets Law of the State of New York and the provisions of local laws in the County of Rockland pertaining to the protection of consumers (e.g., Local Law #5 of 1970 creating the Office of Consumer Protection; Local Law #7 of 1971 - Raincheck Law; Local Law #8 of 1971 – Custom grinding of meat; Local Law #9 of 1971 - Gas prices posting; Local Law #2 of 1973 – Licensing of Home Improvement Contractors);
Completes forms and structured reports regarding inspections and investigations;
May conduct or assist in research studies appropriate for the protection, education and information of the consumer.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the construction, operation and testing procedures of commonly used weighing and measuring devices*; good knowledge of techniques and procedures for gathering facts; working knowledge of rules of evidence and court procedures*; ability to complete forms and structured reports; ability to understand and carry out oral and written instructions; ability to understand and interpret basic consumer protection regulations and policies; ability to perform basic arithmetic computations; ability to establish cooperative relations with others; ability to lift up to 60 pounds*.

(over)

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and five (5) years of full-time, paid work experience consisting primarily of any one or a combination of the following:

- a. Investigative or inspection functions, duties or responsibilities;
- b. Enforcement of codes, statutes or regulations affecting the public or a segment thereof including firms or other organizations;
- c. Direct customer service activities such as resolution of complaints, explanation of service, processing of claims, etc., or the supervision of such activities.

NOTE: Additional years of the required experience may be substituted for education on a year-for-year basis. Education beyond high school may be substituted for experience on a year-for-year basis up to a maximum of four (4) years.

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 term.