

## **CONSUMER SERVICES INSPECTOR II**

**DISTINGUISHING FEATURES OF THE CLASS:** This is inspection and investigative work of a complex nature which involves a responsibility for planning, organizing and directing the licensing division of the Department of Weights and Measures/Office of Consumer Protection. Additional investigative and supervisory duties in the protection of Rockland County's consumers are a regular, ongoing aspect of the job. The work is performed under the general supervision of the Director and Deputy Director of Weights and Measures III. Supervision is exercised over Consumer Services Inspectors I and clerical personnel. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Trains and instructs personnel with respect to appropriate action to remedy irregularities and violations of law;

Supervises and assigns work to Consumer Services Inspectors;

Administers the licensing division of the Office of Consumer Protection, which includes:

- Receiving and reviewing applications for home improvement and tow truck licenses, issuing licenses;

- Answering correspondence pertaining to license inquiries and violations;

- Performing investigations of violations of license statutes;

- Developing and designing letters and forms used in the licensing division;

Inspects wreckers, tow trucks and the premises on which they are kept for compliance with Rockland County Law #9 of 1979;

Prepares reports of all investigations and makes recommendations to the Director of the Office of Consumer Protection;

Investigates complaints of consumer fraud and unfair practices;

Conducts independent investigations of suspected violations in the sale of commodities;

Investigates the marketplace for the availability of advertised commodities;

Inspects prepackaged products for correct net contents;

Conducts research studies appropriate to the protection, education and information of the consumer;

Provides testimony in court actions;

Enforces penal, civil and business laws pertaining to Weights and Measures and Consumer Protection under the status of a peace officer;

Tests weighing and measuring devices as required.

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

Thorough knowledge of the laws pertaining to home improvement and to truck licensing; good knowledge of the construction and operation of commonly used weighing and measuring devices; good knowledge of techniques and procedures for fact-finding; good knowledge of penal, civil and business laws as related to Weights and Measures and Consumer Protection; good knowledge of the laws pertaining to the sale of commodities and the violation of same; ability to supervise the work of others; ability to administer the work of the Licensing Division of the Office of Consumer Protection; ability to construct concise reports through investigation, observation and examination of materials and records; ability to establish and maintain successful relations and communication with others.

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**MINIMUM QUALIFICATIONS:** Graduation from high school and seven (7) 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.

**PROMOTION:** Two (2) years of experience as Consumer Services Inspector I