

INSPECTION SPECIALIST I (CONSUMER PROTECTION)*

DISTINGUISHING FEATURES OF THE CLASS: This is specialized inspection work primarily involving responsibility for conducting a pricing and scanning accuracy program to ensure that pricing and scanning equipment used in retail establishments is in compliance with local law. The work also involves responsibility for related weights and measures inspection and investigative functions. Depending on work assignments, an incumbent of this position may be required to lift and carry a variety of equipment (e.g. gas in gas can weighing approximately 60 pounds, a 50 pound cast iron weight, etc.). The work is performed under the direction of the Director of Consumer Protection or the Deputy Director of Weights and Measures. Does related work as required.

TYPICAL WORK ACTIVITIES:

Inspects scanning equipment and item pricing for accuracy;
Reviews applications by merchants or vendors to evaluate pricing and scanning restriction waivers;
Recommends approvals or denials of waiver requests;
Inspects retail establishments in order to determine compliance with local unit pricing laws;
Reviews and investigates customer complaints;
Issues notices of violation for non-compliance with regulations and laws, as necessary;
Maintains records of inspections and investigations and provides oral and written structured reports, as required;
Visits local vendors to disseminate information about laws pertaining to scanning and pricing of products;
Tests scales, pumps, meters, balances, weights, and other measuring devices, when assigned;
Ascertain the accuracy of stated sizes, quantities, extent, area, or other measurements of quantities, objects, produce and articles for distribution or consumption offered or submitted for sale, when assigned;
May make court appearances in cases under investigation.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of laws enforced by the Office of Consumer Protection pertaining to the pricing and scanning of products; good knowledge of the construction, operation and testing procedures of commonly used weighing and measuring devices; working knowledge of consumer protection laws**; ability to conduct routine inspections; ability to organize information in tables and other records; ability to explain information to others; ability to establish and maintain cooperative relations with others, especially local merchants.

MINIMUM QUALIFICATIONS: An Associate's degree or higher and two (2) years of full time, paid work experience consisting primarily of one, or a combination of the following:

- a. Investigation or inspection duties and responsibilities in the area of consumer protection or in an area affecting the public or a segment thereof (e.g. criminal investigation, social services investigation);
- b. Enforcement of codes, statutes or regulations affecting the public or a segment thereof, including private firms or other organizations;
- c. Direct customer services activities such as resolution of complaints, explanation of services, etc., or supervision of such activities.

SPECIAL REQUIREMENT: Possession of a valid driver's license appropriate to the kind and size of vehicle to be driven.

*This reflects a retitling of Inspection Specialist (Consumer Protection).

**To be demonstrated during the probationary period.

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Competitive