

## **INSPECTION SPECIALIST III (CONSUMER PROTECTION)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized inspection and investigation work that primarily involves responsibility for the investigation of consumer complaints and for overseeing and participating in the day-to-day activities of the weights and measures and licensing program administered by the Department of Consumer Protection. The work is distinguished from that of an Inspection Specialist II (Consumer Protection) in the level of independent judgment that is exercised and the complexity of assignments. The work is performed under the general direction of the Director of Consumer Protection and the Consumer Protection Coordinator. Work guidance (e.g. lead work) may be provided to others. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Provides testimony in court and represents the Department of Consumer Protection in court for the arraignment and prosecution of violators, as needed;  
Investigates complaints of consumer fraud and unfair practices and meets with consumers, as necessary, to gather information, explain procedures and regulations, provide guidance, etc.;  
Inspects weighing and measuring devices and scanning and item-pricing equipment;  
Reviews reports of inspections and investigations of contractors, and makes recommendations regarding the resolution of problems and complaints;  
Issues notices of violation for non-compliance with regulations and laws, as necessary;  
Provides work guidance to staff (i.e., acts as a lead worker) regarding the investigation of consumer complaints, the inspection of weighing and measuring devices, the inspection of work performed by contractors, appropriate actions to remedy violations of laws and regulations, etc.;  
Maintains records of inspections and investigations and provides oral and written structured reports, as required;  
Responds to in-person and telephone inquiries regarding licenses, violations, consumer fraud, etc.;  
Attends a variety of meetings, including but not limited to board meetings, and represents the Department of Consumer Protection at such meetings, as needed;  
Prepares a variety of reports;  
Completes special projects, when assigned.

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

Thorough knowledge of laws enforced by the Department of Consumer Protection, pertaining to the pricing and scanning of products; thorough knowledge of the construction, operation, and testing procedures of commonly used weighing and measuring devices; thorough knowledge of consumer protection laws; good knowledge of licensing laws enforced by the Department of Consumer Protection; ability to conduct inspections; ability to prepare investigative and inspection reports developed and required by the Department of Consumer Protection; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with others, especially local merchants, consumers, and contractors; ability to provide work guidance to others.

**MINIMUM QUALIFICATIONS:** An Associate's degree or higher and four (4) years of full-time, paid work experience consisting primarily of one, or a combination of the following:

(over)

- 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 the supervision of such activities.

**SPECIAL REQUIREMENT:** A valid driver's license applicable to the kind and size of vehicle to be driven.

**PROMOTION:** One (1) year of permanent status as an Inspection Specialist II (Consumer Protection).