

LICENSING AND INSPECTION ASSISTANT II

DISTINGUISHING FEATURES OF THE CLASS: This is specialized inspection and investigation work in the licensing division of the office of Consumer Protection primarily involving investigations of home improvement contractors and other businesses in order to ensure compliance with licensing requirements. The work is distinguished from that of a Licensing and Inspection Assistant I in the general complexity of the assignments. The work is performed under the general direction of a higher-level administrator and work guidance (i.e., lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Performs investigations of applicants and licensees for home improvement as well as other applications for licenses issued by the Office of Consumer Protection;
Receives, reviews and investigates consumer complaints;
Conducts independent investigations of suspected violations of local and New York State laws enforced by the Office of Consumer Protection;
Recommends disposition of cases in conformance with laws, regulations and policies;
Makes Court appearances for arraignments and prosecution of violations in order to provide oral or written testimony, as necessary;
Maintains records of inspections and investigations and provides oral reports and completes forms regarding same;
Performs field work (e.g. inspections at consumers' homes) in order to identify unlicensed contractors, resolve problems, respond to complaints, etc.;
Enforces the pertinent provisions of the Agriculture and Markets Law of the State of New York and the provisions of the local laws in the County of Rockland pertaining to the protection of consumers;
May conduct or assist in research studies appropriate to the protection, education and information of the consumer;
May develop and disseminate information regarding consumer rights and responsibilities regarding home improvement contractors, licensed or registered businesses that provide direct services to the public, etc.;
May perform weights and measures duties, as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the laws pertaining to home improvement licensing and other local licensing laws enforced by the Office of Consumer Protection; 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 the rules of evidence and court procedures*; ability to prepare structured reports; ability to communicate effectively, both orally and in writing; ability to understand and interpret consumer protection regulations and policies; ability to establish successful relations and communications with others.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and five (5) years of full time, paid work experience consisting of any 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. Provide customer services activities such as resolution of complaints, explanation of services, etc., or the supervision of such activities.

NOTES:

- 1. Two (2) years of college (equivalent to a minimum of sixty (60) credit hours) or an Associate's degree may be substituted for two (2) years of the required experience.
- 2. A Bachelor's degree may be substituted for four (4) years of the required experience.

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 a Licensing and Inspection Assistant I.

*To be demonstrated during the probationary period.