

## **LICENSING INSPECTION SPECIALIST II**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized inspection and investigation work in the office of Consumer Protection primarily involving overseeing and participating in the review of applications for home improvement licenses as well as tow truck licenses, precious metal dealers, transient merchants, professional fundraisers and ATM registrations. This title is distinguished from that of Licensing Inspection Specialist in the degree of independent judgment exercised and by the difficulty of assignments. The work is performed under the direction of the Director of Consumer Protection and work guidance (e.g. lead work) is provided to other staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Oversees and participates in the investigation of home improvement complaints and reviews complaints in order to identify any violations of New York State and local home improvement laws; Investigates complaints of consumer fraud and unfair practices and meets with consumers, as necessary, to exchange information and provide guidance; Prepares reports of all investigations and makes recommendations regarding resolution of problems; Enforces penal, civil and business laws pertaining to weights and measures and consumer protection, as appropriate to the status of peace officer; Provides guidance to staff involved in consumer services and licensing inspection, especially with respect to appropriate action to remedy irregularities and violations of applicable laws; Develops and designs letters and forms used in the licensing division; Oversees the activities of staff involved in consumer services and licensing inspection and responds to inquiries regarding license violations; Performs a variety of inspections, including those on tow trucks and the premises where trucks are stored; Provides testimony in court and represents the Department of Consumer Protection in court for the arraignment and protection of violators, as needed; Acts as hearing officer regarding violations of home improvement laws, the New York State Agriculture and Markets Law, etc.; Provides guidance to technical and professional staff regarding consumer services, licensing inspection, policies and procedures, and complex issues; Meets with community groups, local organizations, schools, business groups and companies, etc., to promote awareness of weights and consumer protection issues and laws; Completes reports as required; May assist with departmental personnel matters.

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

Thorough knowledge of the laws pertaining to home improvement licensing and other local licensing laws enforced by the Office of Consumer Protection; thorough knowledge of penal, civil and business laws related to consumer protection and weights and measures; ability to prepare investigative and inspection reports; ability to understand and interpret consumer protection laws, regulations and policies; ability to communicate effectively, both orally and in writing; ability to provide work guidance to others; ability to establish and maintain effective working relationships with others.

(over)

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and seven (7) years of full-time, paid, work experience consisting of any 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 service activities such as resolution of complaints, explanation of services, etc., or the supervision of such activities.

**NOTE:** A Bachelor's degree may be substituted for four (4) years of the required experience.

**PROMOTION:** One (1) year of permanent competitive class status as a Licensing Inspection Specialist I.

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