

## **PROGRAM AIDE (CONSUMER PROTECTION)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized clerical work involving responsibility for providing office and program support for the consumer protection, licensing, and weights and measures programs administered by the Department of Consumer Protection. The work is performed under the general supervision of the Consumer Protection Coordinator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Responds to telephone and in-person inquiries regarding consumer protection and licensing matters (e.g., information about the status of complaints, explains basic license renewal requirements);

Reviews insurance-related documents submitted by contractors to check accuracy and completeness;

Contacts insurance agents to resolve basic problems regarding insurance (e.g., informs agents regarding incomplete information);

Enters a variety of information (e.g., license renewals, consumer protection complaints dispositions, etc.) into the department's computer database;

Attends meetings to take notes and prepare the minutes of meetings;

Provides basic information to the public and contractors regarding the department's processes and requirements;

Maintains a variety of records and prepares structured reports (i.e., forms);

Performs a variety of clerical duties (e.g., opens and distributes mail, prepares meeting notices, makes copies, types letters and memoranda, maintains files, records payments, etc.);

Acts as a receptionist, as needed;

May complete special assignments, as assigned;

May perform routine purchasing and payroll-related duties, as needed (e.g., complete forms, enter basic time and attendance information into PeopleSoft screens, etc.).

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

Good knowledge of the procedures, policies, and programs of the Department of Consumer Protection\*; good knowledge of office equipment and procedures; good knowledge of procedures for handling public inquiries and complaints, in person and on the telephone; ability to establish and maintain cooperative relationships with others; ability to use computer software applicable to the clerical processing of the Department of Consumer Protection programs\*; ability to perform clerical duties (e.g., filing, distributing mail, processing paperwork); ability to understand and interpret basic written materials; ability to organize data; ability to establish and maintain records according to established procedures.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and two (2) years of office clerical or business experience.

**NOTE:** An Associate's degree or higher will be deemed fully qualifying.

\*To be demonstrated during the probationary period.