

CONSUMER AIDE, SENIOR

KIND OF WORK

Senior level para-professional technical services/complaint work, assisting professionals in consumer complaints and/or investigations and providing services to the public.

NATURE AND PURPOSE

An employee in this class performs advanced para-professional work in providing technical assistance to the public in the area of consumer protection. Assignments are usually made in terms of expected results and encompass the scope of consumer complaint activities with the incumbent responsible for determining the appropriate means for accomplishment. Work is in most instances of a difficult and complex nature requiring independent judgment in researching alternatives and recommending appropriate courses of action to professional staff. Public contact with governmental agencies and other public and private individuals is extensive with incumbent responsible for providing assistance to the general public regarding consumer complaints and providing a practical day-to-day liaison between Consumer Services and other government offices regarding complaint handling and investigative information. Incumbent may also be responsible for clerical lead work and training and for the coordination of complaint unit recordkeeping. Supervision is received from professional staff members in terms of meeting agreed upon standards of performance.

This class is differentiated from the class Consumer Aide by the responsibility and difficulty of work and greater degree of independence. This is the highest para-professional level of consumer services work. Advancement to the professional Consumer Services Investigator 1 class is possible if the incumbent possesses the skills, knowledge and abilities of the class and meets the minimum entrance requirements.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Answers personal inquiries and telephone calls regarding consumer complaints, many of which are of a complex nature.

Instructs and advises the public on Commerce Department policies and procedures.

Assists the public in making formal complaints.

Determines if complaints constitute conditions which require action and makes referrals to agency with appropriate authority.

Conducts preliminary investigations when necessary to locate a company and its officials.

Maintains accurate files on complaints, ensures that they are followed up and closes files if they are resolved.

Prepares reports indicating status of complaints.

Assigns work to clerical employees.

Investigates and resolves less complex complaints instead of referring them to professional staff.

May represent agency at conferences and meetings and be called upon to speak on general consumer issues.

Performs special research projects under the direction of the professional staff.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Working knowledge of consumer protection laws and Commerce Department policies and procedures.

Working knowledge of office practices and procedures.

Knowledge of the role and function of other consumer assistance resources.

Ability to:

Ability to analyze individual consumer problems and make proper referrals.

Ability to process information quickly and accurately in a work environment that requires repetition and attention to detail.

Ability to work constructively and harmoniously with other employees and the general public.

Est.: 3/23/82

Rev.:

TC:

Former Title(s):