

## **CONSUMER SERVICES INSPECTOR II**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves coordinating and conducting investigations into consumer complaints concerning the Agriculture and Markets Law and Local Laws. Field investigations are conducted to investigate public complaints of consumer fraud and unfair practices and secure information for legal and administrative purposes. In addition, this position involves responsibility for the inspection of weighing and measuring equipment in the County to determine its accuracy in compliance with the Agriculture and Markets Law. This position requires the exercise of independent judgment in the application of departmental procedures and practices. This person functions in a lead and participate capacity over Consumer Services Inspector I's. Supervision is received from the Director of Weights and Measures III/Consumer Affairs.

### **TYPICAL WORK ACTIVITIES:**

1. Receives, reviews and investigates consumer complaints concerning the quantity or quality of goods and services provided;
2. Coordinates special licensing operations of the department, such as Precious Metal Licensing, by reviewing and processing applications and conducting inspections as necessary;
3. Conducts independent investigations of suspected violations in the sale of commodities and rendering of services;
4. Recommends disposition of cases in conformance with specific regulations and office policy;
5. Conducts or assists in research studies with the intent of consumer education/protection or to assist in establishing legislation;
6. Attempts to mediate between consumer and business or industry involved in order to achieve a mutually satisfactory solution;
7. Prepares reports and conveys to the consumer the results of investigations;
8. Assists Attorney General and local law enforcement officials in consumer fraud cases;
9. Supervises field mechanics in repair and installation of equipment;
10. Submits narrative reports of inspections, violations and ordered repairs as required by regulations;
11. May testify in court concerning violations of the law;
12. May train new inspectors in matters of field investigations and inspections and may oversee inspectors in the course of an investigation;
13. May address community groups regarding weights and measures programs or consumer affairs;
14. Does related work as required.

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

Good knowledge of laws, rules and regulations governing weights and measures programs and consumer protection; good knowledge of the practices and procedures used to inspect, test and ascertain if weighing and measuring devices are being used correctly; good knowledge of investigative interviewing techniques; ability to read and interpret state laws and departmental regulations pertaining to consumer protection; ability to gather, assemble, analyze and evaluate facts and evidence, draw logical conclusions, and make recommendations; mechanical aptitude and the ability to understand complex mechanical equipment, its construction, operation, repair and adjustments; ability to understand and carry out oral and written instructions; ability to establish and maintain effective working relationships with the public; ability to organize and schedule work; ability to enforce laws, rules and regulations firmly and tactfully; ability to quickly and accurately make mathematical calculations; ability to communicate effectively both orally and in writing; integrity; initiative; physical condition commensurate with the demands of the position including the ability to lift and carry objects weighing 50 pounds.

**CONSUMER SERVICES INSPECTOR II** (Cont'd)

**MINIMUM QUALIFICATIONS:**

- EITHER:       (A)     Graduation from a New York State registered or regionally accredited two-year college with an Associate's degree in engineering science, mechanical technology, mathematics or a related technical field PLUS one year of full-time paid work experience in one or a combination of the following:
- 1) field enforcement of weights and measures law; or
  - 2) repair or inspection of weights or measuring devices; or
  - 3) quality controlled package weighing and/or measuring; or
  - 4) laboratory related work requiring precision weighing and measuring; or
  - 5) conducting criminal, fraud, insurance, or employment background investigations or investigative reporting or similar full-time paid work experience.
- OR:            (B)     Graduation from high school or possession of a high school equivalency diploma and three years of experience as described above;
- OR:            (C)     An equivalent combination of the training and experience described in (A) and (B) above.

**SPECIAL REQUIREMENT:**

Eligibility for a New York State Motor Vehicle Operator's license. Possession of license at time of appointment. Use of a personal vehicle is required in the fulfillment of job duties.

CE5305

ADOPTED:   8/15/90