

COORDINATOR OF CONSUMER AFFAIRS

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for establishing and coordinating a county-wide program of consumer protection and education. The incumbent coordinates the work and activities of various county agency staff and consumer groups engaged in receiving and processing consumer complaints involving quality of goods and services. The work is performed under the general supervision of the Commissioner of General Services, with input by the County Manager and the Chairperson of the Consumer Affairs Committee, with wide leeway allowed in the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Establishes policies, procedures, priorities and rules regarding handling of consumer complaints and consumer education;

Plans, schedules, directs and coordinates Consumer Affairs activities;

Conducts research studies appropriate for the protection, education and information of the consumer;

Prepares and administers the agency's budget;

Recommends legal action or more intensive investigation when mediation has failed and fraud or other criminality is suspected;

Addresses community groups, public groups in order to heighten consumer awareness and to promote consumer rights;

Represents the county at conferences, administrative hearings and meetings involving consumer affairs;

Coordinates the assignment of personnel to particular cases as needed;

Maintains liaison with other consumer affairs agencies;

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Evaluates staff and bureau program performance and effectiveness and takes steps to improve same.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of statute, court decisions, administrative rulings pertaining to consumer protection and education; good knowledge of public relations techniques; working knowledge of journalism as applied to the editing and printing of publications and news items; demonstrated skill in written communications; skill in ascertaining facts by personal contact, observations and examination of records; ability to prepare and administer a small budget; ability to coordinate the work of others; ability to organize work effectively; ability to establish priorities, procedures, policies and to evaluate agency performance; ability to prepare reports; ability to follow oral and written instructions; ability to present ideas clearly both orally and in writing; and ability to establish satisfactory working relationships with others.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in Public Administration, Political Science, Journalism or a related field; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Public Administration, Political Science, Journalism or a related field; or and two years of full-time experience in newspaper reporting, field investigation, advertising, public relations, technical writing, consumer affairs or related field; or

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- (C) Graduation from high school or possession of a high school equivalency diploma and four years of full-time experience as described in (B) above.
- (D) An equivalent combination of training and experience as defined by the limits of (A) and (B) and (C) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: 12/08/00

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 1/25/2023

Revised and Replaced in Classplan: 12/27/2024 (Edu)