

### Class Concept

This is journey level work in the Consumer Protection Division of DOJ involving the review, analysis, and resolution of a wide variety of consumer complaints, problems, and inquiries received from the general public. Employees review, analyze, and determine the validity of consumer complaints lodged against manufacturers, distributors, and suppliers of consumer products and services. The gathering, analyzing, and resolving of complaints require considerable public contact with the consumer and company officials and representatives, federal regulatory agencies, State agencies, State and professional licensing boards, and private organizations involved in consumer protection activities. The review and analytical work requires a knowledge and interpretation of contracts, agreements, and consumer related laws and regulations. Work is usually performed independently to conclusion, except for more complex financial cases which are referred up to the CPS II Level or the Financial Investigator. Other unusual cases or those involving criminal actions are referred to an attorney.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Working knowledge of the basic programs and functions of State and federal regulatory agencies, and State and professional licensing boards.
- Considerable knowledge of North Carolina and federal consumer protection laws.
- Ability to understand basic contracts and agreements between parties.
- Ability to gather and analyze information, come to a valid conclusion, and communicate effectively with company officials and irate consumers.
- Ability to establish and maintain effective working relationships with a wide variety of persons.
- Ability to prepare material for speeches and public presentations and skill in presenting educational workshops and seminars to various groups and answering questions relative to consumer problems.

#### Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and one year of experience in customer services and information, consumer complaints, claims adjustment or related work involving public contact and interpretation of contracts, agreements, laws, rules, and regulations requiring communicative skills; or an equivalent combination of education and experience.