

Class Concept

This is more advanced level work in the Consumer Protection Division of DOJ than the Consumer Protection Specialist I. The employees are assigned complex or unusual consumer complaints. Employees investigate complaints by reviewing existing complaint information, conducting further research, interviewing witnesses, creating affidavits, and at times by taking a non-threatening undercover role to obtain information. Other duties found at the Level II are providing legal support assistance, assisting in settlement actions and analysis of less complex financial records. The supervisor reviews the complaint package and consults with the appropriate attorney in the unit about supporting a potential legal case against a manufacturer, distributor, or supplier of consumer products and services. There is considerable public contact with consumers 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 considerable knowledge and interpretation of contracts, agreements, and consumer related laws and regulations. Work may be performed independently to conclusion or with the assistance of a Financial Investigator or 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 moderately complex 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 three years 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.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.