

DIRECTOR OF CONSUMER PROTECTION

DISTINGUISHING FEATURES OF THE CLASS: Under general direction of the County Executive, an incumbent of this position is responsible for supervising the implementation and enforcement of the Westchester County Consumer Protection Code and other Consumer Protection related rules and regulations. Supervision is exercised over a substantial number of employees comprising middle management, inspector personnel and clerical workers. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises the investigation of all types of consumer complaints by the Deputy Director of Consumer Protection and Sealer of Weights and Measures such as automobile sales, automobile repairs, appliances and television sales and repairs, furniture and household sales and delivery procedures, false and misleading types of advertising, public utility bills, mail order house complaints and any consumer fraud cases;

Supervises the implementation and enforcement of the Westchester County Consumer Protection Code by the Deputy Director of Consumer Protection and Sealer of Weights and Measures with respect to correct package weight, correct labeling, advertised price check and outdated merchandising;

Supervises the issuance of appearance tickets by the Deputy Director of Consumer Protection and Sealer of Weights and Measures.

Manages the operation of the office including staffing, budgeting, and implementation of county administrative procedures;

Attends meetings of business and consumer groups and speaks concerning weights, measures and consumer protection regulations in order to understand mutual problems and promote friendship and good will;

Monitors incoming revenue resulting from the issuance of fines and penalties and the charging of fees;

Evaluates current consumer protection regulations with respect to corrections and/or additions thereto and makes appropriate recommendations to the County Executive.

DESIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the provisions and means for enforcement of the County Consumer Code; familiarity with the laws, regulations and standards pertaining to weights and measures as established by the State of New York; familiarity with the applicable sections of the Penal Law relating to false advertising and misrepresentation; familiarity with court procedures relating to the presentation of evidence and the prosecution of fraudulent violations of pertinent laws; good knowledge of the geographic and business area layout of communities in Westchester County; ability to supervise the work of others; ability to meet and deal effectively with people and secure their cooperation in relation to compliance with pertinent laws and regulations; sound judgment; integrity; resourcefulness; accuracy; physical condition commensurate with the demands of the position.

DESIRED TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) Bachelor's Degree* and seven years of managerial experience involving the investigation and resolution of consumer complaints, four years of which must have been in a supervisory capacity; or (b) eleven years of experience as defined in (a), four years of which must have been in a supervisory capacity; or (c) a satisfactory equivalent combination of training and experience as defined by the limits of (a) and (b).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid New York State Operator's License.

SPECIAL NOTE: Pursuant to New York State Public Officers Law, candidates at time of appointment, must:

1. Be a citizen of the United States.
2. Be a resident of New York State.