

RESEARCH ANALYST (CONSUMER PROTECTION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class is responsible for performing various activities concerned with research studies. Incumbents research, analyze, interpret and report on legal issues pertaining to consumer protection programs as well as policies and legislation related to such programs for the purpose of evaluating actual and potential effectiveness in achieving objectives. This includes the Westchester County Consumer Protection Code, Article 16 of the New York State Agriculture and Markets Law, and other Consumer Protection related rules and regulations. The incumbent provides advice and consultation to management and administrative personnel for the expansion of resources available to the public. Supervision is not a typical responsibility of the incumbent in this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists the Director and Deputy Director by obtaining information and researching various consumer issues in order to protect the rights of consumers;

Determines information required for research projects, data sources and collection methods to be used;

Collects data using center or departmental statistics and records, on-site investigations, discussions with operating personnel, and other material and sources;

Conducts evaluative analysis of a variety of program areas including policy, procedure, objectives, etc.;

Performs on-site inspections to educate and inform merchants on various consumer protection laws, including: the Household Hazardous Waste Notification Law, laws relating to the display and sale of box cutters, spray paint, laser pointing devices, etc.;

Prepares detailed reports to assist in the litigation of violation of consumer protection regulations;

Identifies actual or potential problem areas, trends, program accomplishments and related factors;

Monitors and measures the progress toward program goals and determines the effectiveness of program objectives;

Conducts surveys to obtain statistical data relevant to consumer goods such as gasoline, home heating fuel, groceries, etc., and prepares reports;

Identifies new program needs considering overall departmental goals, community and population needs and relevant conditions and trends;

Develops and recommends program objectives, policies and procedures to improve program effectiveness;

Responds to consumer complaints and inquiries regarding consumer protection issues;

EXAMPLES OF WORK: (Illustrative Only)

Presents results of studies or investigations to management and operating officials, providing conclusions and recommendations based on the resulting analyses and evaluations;

Provides advice and consultation to program and departmental administrators, managers and others on program effectiveness, the interpretation of study findings relevant to the program, implications of policy or legislative changes on affected programs and the most effective alternatives to benefit programs;

Represents the Department at meetings with businesses and consumer groups by speaking on consumer protection regulations;

May assist in the preparation of the budget for the department;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Attends meetings, conferences and seminars as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the principles of public administration; good knowledge of research methodologies; good knowledge of data collection techniques; familiarity with departmental program operations, goals, and objectives; familiarity with appropriate laws, rules, regulations and procedures governing the operation of the subject department and its programs; skill in the use of computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to convey specific factual and analytical information in both oral and written reports; ability to organize and analyze data; ability to establish and maintain effective working relationships with lay and professional associates; ability to communicate clearly, both orally and in writing; ability to plan and carry out program studies; initiative; creativity; resourcefulness; integrity; accuracy; thoroughness; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and four years experience involving legal research.

SUBSTITUTION: A Master's Degree* may be substituted for the above experience at the rate of 30 credits* per year.

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

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Job Class Code: C3009
Job Group: XII