

## STAFF ASSISTANT (CONSUMER AFFAIRS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs moderately complex administrative support, record keeping and reporting functions for the Office of Consumer Protection to support the operations of the department's Consumer Affairs, Weights and Measures, Home Improvement and Trades Licensing divisions. This position also participates in performing research on Consumer Protection related issues, prepares statistical reports for managerial use, and responds to inquiries from the public. While supervision is not a responsibility of this class, guidance and leadership is provided to subordinate staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Advises applicants of the procedures and requirements necessary for licensure in Trades and/or Home Improvement Licensing and assists them in the preparation of the required forms;

Responds to inquiries related to the functions of the Department both verbally and in writing; routes more complex inquiries to appropriate staff as required;

Participates in the review and assignment of incoming consumer complaints and inquiries to Inspectors for investigation;

Maintains all departmental case files; ensures access to records to the appropriate staff;

Prepares correspondence to applicants requesting information for the various licenses issued by the department; keeps automated records of same;

Uses database management systems in the compilation and preparation of statistical and demographic data for reports concerning departmental operations;

Participates in ordering all office supplies by ensuring their receipt and maintaining contact with vendors;

Assists in the production, preparation, and distribution of consumer informational materials; responds to inquiries for further information;

Assists in the preparation of monthly statistical reports for the Director and Deputy Director of Consumer Protection;

Coordinates license applicant responses during background investigations;

Updates and maintains administrative hearing and violation databases; processes related violation payments.

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the policies and procedures of the Department of Consumer Protection; good knowledge of the practices of office management; familiarity with basic bookkeeping and general record keeping principles; ability to communicate effectively, both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, - email and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; good judgment; tact; courtesy; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school diploma or equivalency and five years of experience where the primary function of the position was secretarial, office management, and/or staff or administrative support experience, one of which must have involved interacting with the public.

SUBSTITUTION: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four years of the above stated experience. There is no substitution for the one year of specialized experience.

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