

STATE OF OHIO
ATTORNEY GENERAL
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
Consumer Complaint Specialist

SERIES NO.:
2635AG

MAJOR AGENCIES:
Attorney General Only

EFFECTIVE DATE:
04/02/2006

SERIES PURPOSE:

The purpose of the consumer complaint specialist occupation is to resolve consumer complaints through an informal mediation process.

At the full performance level, incumbents review, research & analyze consumer complaints to determine violations of consumer sales practices act & mediate resolutions.

At the supervisory level, incumbents supervise consumer complaint specialists & provide direction in negotiating resolutions to disputes between consumers & suppliers or supervise Consumer Protection Public Action Line (i.e., PAL) operators & assist in development & implementation of consumer education program.

At the managerial level, incumbent manages activities of mediation/ negotiation unit within consumer assistant division & supervises consumer complaint specialist supervisors, consumer education staff & support staff.

CLASS TITLE

Consumer Complaint Specialist

CLASS NUMBER

26351AG

PAY RANGE

10

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of the public relations, interviewing & consumer protection laws & rules in order to review, research & analyze consumer complaints to determine violations of consumer sales practice act & mediate resolutions.

CLASS TITLE

Consumer Complaint Specialist Supervisor

CLASS NUMBER

26355AG

PAY RANGE

11

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The supervisory level class works under general direction & requires thorough knowledge of public relations, interviewing & consumer protection laws & rules in order to supervise consumer complaint specialists & provide direction in negotiating resolutions to disputes between consumers & suppliers or supervise Consumer Public Action Line (i.e., PAL) operators & assist in development & implementation of consumer education program.

CLASS TITLE

Consumer Complaint Specialist Manager

CLASS NUMBER

26356AG

PAY RANGE

15

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The managerial class level works under general direction & requires thorough knowledge of public relations, interviewing & consumer protection laws & rules in order to manage activities of mediation/negotiation unit & consumer education & outreach program unit within consumer assistance division & supervise consumer complaint specialist supervisors, consumer education staff & support staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Consumer Complaint Specialist	26351AG	47	04/02/2006	10

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently reviews, researches & analyzes consumer complaints to determine violations of Consumer Sales Practices Act (i.e., CSPA), interviews consumers & suppliers to establish fact pattern, mediates resolutions using negotiation skills via meetings, telephone & correspondence, investigates information pertaining to complaint via internal & external law enforcement units, explains rules regulations & policy & procedures governing CSPA to businesses, advises businesses of violations of CSPA apparent in their business practices, follows up to ensure continued compliance & refers habitual violators for enforcement action, maintains continued communication (i.e., via telephone & correspondence), between involved parties to ensure agreements are carried out records complaint activity into computer system, composes correspondence containing legal references (e.g., determines whether violations of federal/state laws exist & issue warnings to businesses when violations exist) & confers with attorney general's legal staff & consumer & supplier's attorney regarding legal issues arising from mediation process.

Prepares & delivers educational presentations & conducts training seminars to all types of groups (e.g., works with various trade organizations); represents attorney general's office at community outreach events; consults with supervisor regarding closure of unusual complaints upon completion of mediation.

Performs on-site mediation when circumstances require such intervention; prepares reports for management; resolves non-jurisdictional complaints which allows some deviation from specific laws & rules; operates personal computer to enter, edit, track & monitor consumer complaint data.

MAJOR WORKER CHARACTERISTICS:

Knowledge of consumer protection laws & rules*; public relations; interviewing; business communication. Skill in operation of photocopier*; personal computer*. Ability to review & evaluate consumer complaints for possible violation by supplier & informally mediate resolution; define problems, collect data, establish facts & draw valid technical conclusions; use proper research contacts with complainant, supplier, general public, legal personnel & other government representatives; deal with angry or hostile consumers.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core coursework in communications, public relations, law or other related field of study; must provide own transportation.

-Or 18 mos. trg. or 18 mos. exp. in receipt, research & resolution of public complaints involving possible violation of agency/company policies & procedures or state/federal laws & rules; must provide own transportation.

-Or 12 mos. trg. or 12 mos. exp. in investigation &/or mediation of consumer complaints with consumer protection agency/organization; must provide own transportation.

-Or 24 mos. trg. or 24 mos. exp. in public relations or customer service; must provide own transportation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel; may work additional hours as operational need dictate.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Consumer Complaint Specialist Supervisor	26355AG	47	04/02/2006	11

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises consumer complaint specialists, reviews complaints processed by assigned staff & provides direction in negotiating resolutions to disputes between consumers & suppliers, ensures timely follow-up on complaints, reviews complaints for adherence to work policies & procedures, reviews workload & makes changes in work distribution as needed or supervises Consumer Protection Public Action Line (i.e., PAL) operators, assists in development & implementation of consumer education programs, oversees activities of staff to ensure accuracy of information provided to consumers, provides ongoing training to staff regarding & ensures compliance with state & federal statutes enforced by action line program.

Represents agency at consumer education outreach program activities; coordinates & schedules speaking events; provides accurate & timely information to media & other government officials; coordinates activities with outside agencies to offer assistance to consumers; handles sensitive & unusual consumer inquiries/situations.

Recommends procedural changes; prepares management reports; confers with staff regarding closure of unusual complaints.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques*; employee training & development*; consumer protection laws & rules; public relations; interviewing; business communication. Skill in operation of photocopier*; personal computer*. Ability to review & evaluate consumer complaints for possible violation by supplier & informally mediate resolution; define problems, collect data, establish facts & draw valid technical conclusions; use proper research methods in gathering data; handle routine & sensitive inquiries from & contacts with complainant, supplier, general public, legal personnel & other government representatives; deal with angry or hostile consumers; establish friendly atmosphere as supervisor.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

12 mos. exp. as Consumer Complaint Specialist, 26351AG; must provide own transportation.

-Or completion of associate core coursework in communications, public relations, law or other related field of study; 18 mos. exp. in public relations or customer service; must provide own transportation.

-Or 24 mos. trg. or 24 mos. exp. in investigation &/or mediation of consumer complaints with consumer protection agency/organization; must provide own transportation.

-Or 30 mos. trg. or 30 mos. exp. in receipt, research & resolution of public complaints involving possible violation of agency/company policies & procedures or state/federal laws & rules; must provide own transportation.

-Or 36 mos. trg. or 36 mos. exp. in public relations or customer service; must provide own transportation.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel; may work additional hours as operational needs dictate.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Consumer Complaint Specialist Manager	26356AG	47	04/02/2006	15

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages activities of mediation/negotiation unit & consumer education & outreach program (i.e., to provide optimum early intervention should victimization occur) unit within consumer assistance division, oversees consumer education activities & organizes & reviews dissemination of consumer education, develops & implements policy & procedural decisions regarding negotiation of consumer disputes & consumer education & outreach programs, implements new consumer protection programs to target vulnerable populations (e.g., senior citizens; juveniles; low income families; disabled individuals to include hearing impaired individuals; non-English speaking communities; disaster victims; single parents; consumers with previous bankruptcies) & continually adds/expands additional services & programs, makes decisions regarding negotiation techniques & target areas for consumer outreach programs, oversees all media related activities (e.g., creation & marketing of public service announcements, billboards in targeted geographical areas with high density of vulnerable populations, videos for consumer presentations & working with media to include radio & TV spots), makes recommendations for enforcement actions (e.g., permanent injunctions; restitution & repayment of all judgments obtained against consumers) against businesses (e.g., mail sweepstakes, travel companies & home improvement companies) & supervises consumer complaint specialist supervisors, consumer education staff & support staff.

Represents office at meetings & conferences; oversees & approves information disseminated to media & general public; ensures legislative requirements regarding services provided to public are performed accurately & timely.

Prepares division management reports for dissemination to Attorney General & legislature; makes recommendations to section chief regarding appointments, discharges & other personnel actions; oversees routine business matters, work load assignments/distribution & staffing assignments.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques; employee training & development; managerial principles/techniques*; consumer protection laws & rules*; public relations; interviewing; business communication. Skill in operation of photocopier*; personal computer*. Ability to comprehend wide variety of complex, technical, written material (e.g., state & federal regulations such as Consumer Sales Practices Act, Business Opportunity Purchaser's Protection Act, Prepaid Entertainment Contracts Act, Anti-Pyramid Sales Law & Credit Services Organization Act); define problems, collect data, establish facts & draw complex conclusions; review & evaluate consumer complaints for possible methods in gathering data; handle routine & sensitive inquiries from & contracts with complainant, supplier, general public, legal personnel & other government representatives; establish friendly atmosphere as manager.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core coursework in communication, public relations, law or related field of study; 30 mos. exp. in public relations or customer service; 2 yrs. exp. in supervising investigative/mediation personnel; must provide own transportation.

-Or 42 mos. trg. or 42 mos. exp. in receipt, research & resolution of public complaints involving possible violations of agency/company policies & procedures of state/federal laws & rules, 24 mos. of which involved supervising, training & monitoring work of other employees; must provide own transportation.

-Or 3 yrs. trg. or 3 yrs. exp. in investigation &/or mediation of consumer complaints with consumer protection agency/organization; 2 yrs. exp. in supervising investigative/mediation personnel; must provide own transportation.

-Or 24 mos. exp. as Consumer Complaint Specialist Supervisor, 26355AG; must provide own transportation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require travel; may work additional hours as operational needs dictate.