

**ATTORNEY GENERAL  
CLASSIFICATION  
SPECIFICATION**

<b><u>CLASSIFICATION SERIES:</u></b> Consumer Protection Public Action Line Operator	<b><u>SERIES NO.:</u></b> 6445AG
<b><u>MAJOR AGENCIES:</u></b> Attorney General only	<b><u>EFFECT. DATE:</u></b> 01/13/1991

**SERIES PURPOSE:**

The purpose of the consumer protection public action line operator (PAL operator) occupation is to receive incoming calls from consumers, provide information, guidelines & educational materials to consumers &/or refer calls to complaint specialist.

**CLASS TITLE:**

Consumer Protection PAL Operator (PR26)

**CLASS NUMBER:**

64451AG

**EFFECTIVE DATE:**

01/13/1991

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of departmental operations, procedures & regulations & public relations in order to provide assistance & information to consumers in response to inquiries.

<b>CLASS TITLE:</b> Consumer Protection PAL Operator	<b>CLASS NUMBER:</b> 64451AG	<b>BARGAINING UNIT:</b> 045
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**EFFECTIVE DATE:**

01/13/1991

**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.)**

Answers telephone lines in Consumer Protection Section (e.g., receives incoming calls from consumers on 1-800 number &/or rotary number (e.g., general public), provides information, guidelines & educational materials to consumer &/or refers calls to complaint specialist for mediation; refers calls which office does not enforce to appropriate agency for assistance; transcribes messages from telephone answering machine for response).

Provides clerical services for office (e.g., operates copy machine & addresses & mails out consumer information

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of office practices & procedures\*; departmental operations, procedures & regulations\* (knowledge of laws related to Consumer Fraud); public relations. Skill in operation of telephone equipment (e.g., multiple line telephone & answering machine). Ability to deal with problems involving few variables within familiar context; handle sensitive inquiries & contacts.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

1 course or 3 mos. exp. in use of telephone equipment (e.g., multiple line telephone & answering machine); 3 mos. trg. or 3 mos. exp. in public relations.

-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:**

Not applicable.