



Consumer Protection Investigator 1

Category: Classified
Pay Grade: C24
Job Code: 21830

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized investigative work in consumer protection matters; reviews consumer-initiated complaints and investigating business practices to identify civil or criminal violations of consumer protection laws; gathers and evaluates evidence, prepares legal documents, testifies in court, presents charges in hearings, inspects for compliance with consumer protection laws, service of process, and negotiates with businesses or their legal counsel on behalf of consumers.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Assists consumers with a variety of inquiries and complaints and evaluates complaints to determine if violations are involved or whether action is indicated;
- Negotiates with businesses or their legal counsel on behalf of consumers to achieve equitable resolutions of consumer business problems;
- Conducts informal mediations or telephone conferences to assist consumers and business entities in resolving issues;
- Assists businesses in bringing their practices into compliance with state consumer protection laws;
- Initiates informal hearings with businesses or their legal counsel and prepares agreements reflecting assurances of compliance;
- Originates, prepares, and presents consumer education and information speeches and programs, designs and prints advertisements for displays and events, writes press releases to inform residents of scams and other consumer topics, and writes articles for publication as needed;
- Investigates cases involving alleged violations of consumer protection laws, prepares legal documents related to charges, and presents cases in public hearings;
- Prepares and serves civil process such as subpoenas, Complaints and Notices of Hearing, and finalized administrative orders;
- Completes investigations with State Attorney and participates in criminal hearings and trials as necessary;
- Enforces County ordinances relating to Charitable Solicitations, Bingo, and Adult Use establishments including issuing citations to individuals who are in violation of those ordinances;
- Assists federal, state, and local law enforcement agencies in investigation of cases involving consumer fraud;
- Conducts Human Trafficking Awareness Sign compliance checks and completes appropriate forms;
- Receives and processes regulatory checks, collects and processes Care Fund donations, and makes bank deposits;
- Attends a variety of meetings with non-profit, County, and state agencies to gain and provide consumer-related information;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Four (4) years of professional, technical, or administrative experience in law enforcement, criminal justice, public administration, government, business, or related field; or an Associate's degree with major course work in law enforcement, criminal justice, public administration, government, business administration, or related field and two (2) years of experience as described above; or a Bachelor's degree with major course work in law enforcement, criminal justice, public administration, government, business administration, or related field; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of legal documents, legal principles of investigations, and investigative techniques;
- Knowledge of Florida Statutes preferred.
- Skill in making informative and entertaining speeches and presentations to the general public, law enforcement and regulatory agency personnel, and County Boards.
- Ability to acquire knowledge of Florida State Consumer Protection Laws and Federal Trade Commission rules and decisions;
- Ability to objectively review facts, remain objective, be flexible, and judge cases on their merits and arguments;
- Ability to interview and interrogate, gather, and evaluate evidence, and research legal documents;
- Ability to initiate and carry out extensive contact with the general public and to present, under difficult circumstances, an attitude of diplomacy, impartiality, sympathy, and sound judgment;
- Ability to prepare and present oral and written reports in an accurate, concise, and grammatically correct manner;
- Ability to use Microsoft Office Word, Excel, and various computer applications and online resources.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.