

CONSUMER COMPLAINT MEDIATION SUPERVISOR

KIND OF WORK

Professional supervisory consumer inquiry and complaint work.

NATURE AND PURPOSE

Under administrative direction, supervises subordinates who respond to consumer inquiries and complaints so that a coordinated and orderly procedure is available for resolving consumer inquiries and complaints; performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Program operations and policies sufficient to investigate circumstances and determine compliance with State and federal laws, rules and regulations.

Principles and practices of office management and supervision sufficient to plan, organize, direct and review the work of subordinate staff.

Laws, rules and regulations sufficient to make public presentations and respond to inquiries on behalf of the employer.

Business English, spelling and grammar sufficient to independently compose verbal presentations and correspondence without review.

Principles and practices of research and analysis techniques sufficient to formulate and design new policy, rules, and procedural recommendations.

Ability to:

Write clear, concise, and understandable reports and responses which evaluate the degree of compliance by producers and vendors with applicable consumer laws, rules, and regulations.

Investigate and document circumstances which involve consumer complaints.

Collect, analyze, evaluate, organize, and interpret laws, rules, and regulations for diverse groups.

Prepare and make effective oral and written presentations for use within and outside the department.

Consumer Complaint Mediation Supervisor
Class Specification
Page 2

Establish and maintain effective working relationships with public officials, industry groups, consumer advocacy groups, and individual consumers to facilitate conflict resolution.

Negotiate the resolution of disputes between producers, vendors, and consumers.

Review, evaluate, and direct work of subordinate staff.

Est.: 4/21/80
Rev.: 1/85

TC.: 3/25/81, 11/7/83
Former Title: Consumer Services Regional/ Program
Supervisor