

CONSUMER ADVOCATE ADMINISTRATORNATURE OF WORK IN THIS CLASS:

This is professional administrative work involved in administering the programs, projects and services designed to protect and promote the interests of the consumer public in the office of the Attorney General.

ILLUSTRATIVE EXAMPLES OF WORK: (Does not list all the duties which may be performed)

Administers the program operations of consumer services.

Makes general factual assessments of the impact of proposed utility rate changes and similar proposed regulatory actions upon consumers; represents the interest of the consumers in all matters to ensure reasonable charges and services; testifies before the Public Utility Commission on utility matters.

Provides technical or financial assistance to eligible consumers; oversees the consumer complaint process.

Conducts research and investigations into the economic matters of interests to consumers; provides information, projections and statistical analysis.

Serves as liaison with the U.S. Consumer Product Safety Commission, White House Office of Consumer Affairs and other federal and local agencies; provides consumer information updates to the media.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the principles and practices of public administration.

Knowledge of business practices in relation to consumer offices.

Knowledge of statistical research techniques.

Ability to administer the consumer services program.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to learn, interpret and apply pertinent laws, regulations and other program guidelines.

Ability to evaluate operational effectiveness and recommend or initiate policies and procedures to improve effectiveness.

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Consumer Advocate Administrator

Ability to work effectively with the public and employees.


Ability to communicate effectively, orally and in writing.

MINIMUM EXPERIENCE AND TRAINING:

(A) Four years of experience in the promotion and protection of consumer affairs and graduation with a Bachelor's degree in business or public administration, economics, statistics or related field; or

(B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: JULY 1980



DAVID R. FLORES, Executive Director
Civil Service Commission