

Job Posting

DEPARTMENT:	Office of Attorney General
SECTION:	Bureau of Consumer Protection/Public Protection Division
CLASS:	Administrative Assistant I
LOCATION:	Harrisburg
TYPE POSITION:	Permanent, Full-time, Non-civil service, Union
WORK HOURS:	8:30 – 5:00
SALARY RANGE:	Pay Range 5 – Minimum pay of \$37,066

BASIC FUNCTION:

This position is responsible for performing a variety of administrative staff assignments for a bureau which mediates and investigates consumer complaints and takes legal action against companies that engage in unfair business practices within the Commonwealth. Assignments are carried out under the supervision of a higher level Administrative Assistant and the Director of the Bureau and work is reviewed through conferences, reports, and evaluation of results.

EXAMPLES OF DUTIES:

- Reviews and processes registration applications for home contractors, health clubs, and telemarketers
- Reviews and analyzes registration information for inconsistencies and compliance with laws
- Inputs registration information into appropriate databases
- Monitors registrations throughout course of application process and provides follow-up, as needed, by mail, phone, or email
- Maintains hard copy files of incoming registration applications
- Provides assistance with hotline phone coverage, as needed
- Assists walk-in consumers with registration inquiries
- Assists with administrative components of audit process
- Processes right-to-know requests for home contractors
- Performs related work as required

MINIMUM EXPERIENCE AND TRAINING:

- Such training as may have been gained through graduation from a four year college or university OR
- Any equivalent combination of work experience and/or training