

Job Posting

DEPARTMENT:	Office of Attorney General
SECTION:	Bureau of Consumer Protection/Public Protection Division
CLASS:	Consumer Protection Agent I/II
LOCATION:	Harrisburg
TYPE POSITION:	Permanent, Full-time, Non-civil service, Union
WORK HOURS:	8:30 – 5:00
SALARY RANGE:	CPA I, Pay Range 6 – Minimum pay of \$44,753 CPA II, Pay Range 7 – Minimum pay of \$51,075

BASIC FUNCTION:

This is investigative and mediative work performed by agents of the Bureau of Consumer Protection, Office of Attorney General, in the enforcement of consumer laws and regulations.

An employee in this class is responsible for mediating consumer complaints, investigating violations of consumer laws, and educating the public on the function and jurisdiction of the Bureau of Consumer Protection. A Consumer Protection Agent II (CPA II) may be required to provide on-the-job training to lower level agents. Employees utilize a variety of investigative techniques including interviewing witnesses and complainants, and reviewing records, correspondence, accounting ledgers, and tax returns. An employee receives assignments from a supervisor and/or attorney-in-charge, but a CPA II exercises his/her own judgment on appropriate procedures to utilize when collecting and evaluating information. Work is evaluated by a supervisor and/or attorney-in-charge to ensure the utilization of appropriate investigative techniques when collecting and evaluating evidence and to ensure that employees reach sound conclusions in investigative and mediation work.

EXAMPLES OF DUTIES:

- Conducts, or assists with the conduct of, investigations into fraud, misrepresentation, and deception in the sale, servicing, and financing of consumer goods and products, and into commercial and trade practices in the distribution, financing, and furnishing of goods and services
- Collects, or assists with the collection of, evidence by interviewing parties and witnesses to obtain testimonies, and examining business records, correspondence, accounting ledgers, and tax returns to obtain written information

- Evaluates, or assists with the evaluation of, collected information by comparing various witness or party testimonies to one another and comparing collected written information to witness and party testimonies in order to verify facts
- Prepares, or assists with the preparation of, subpoenas and access letters, and serves subpoenas
- Prepares, or assists with the preparation of, written summary reports by writing an evaluation of the collected (evidence) information and recommending the course of action to be taken based on the evaluation
- Conducts, or assists with the conduct of, hearings on consumer complaints
- Testifies in court as a prosecution witness
- Appears before public consumer groups in order to disseminate consumer related information
- Recommends changes in business practices so that businesses may avoid violating of consumer laws
- Performs, or assists with the performance of, undercover assignments by posing as a consumer
- Performs related duties as required

MINIMUM EXPERIENCE AND TRAINING:

Consumer Protection Agent I:

- A Bachelor's Degree OR
- Four years of investigative, paralegal, consumer relations, or other applicable areas of experience OR
- Any equivalent combination of experience, training or education

Consumer Protection Agent II:

- One year of experience as a Consumer Protection Agent I OR
- A Bachelor's Degree and one year of investigative, paralegal, consumer relations, or other applicable areas of experience OR
- Any equivalent combination of experience, training and education