

# Job Posting

<b>DEPARTMENT:</b>	Office of Attorney General
<b>SECTION:</b>	Bureau of Consumer Protection/Public Protection Division
<b>CLASS:</b>	Consumer Protection Agent Supervisor
<b>LOCATION:</b>	Philadelphia
<b>TYPE POSITION:</b>	Permanent, Full-time, Non-civil service, Union
<b>WORK HOURS:</b>	8:30 – 5:00
<b>SALARY RANGE:</b>	Pay Range 8 – Minimum pay of \$59,796

## **BASIC FUNCTION:**

This position involves supervisory level investigative and mediative work in the enforcement of consumer laws and regulations in the Commonwealth of Pennsylvania. An employee in this class mediates consumer complaints, investigates violations of consumer laws and regulations, appears before public consumer groups, and supervises lower level agents. Work is evaluated by the attorney-in-charge through conferences to ensure adherence to agency procedures, regulations, and policy.

## **EXAMPLES OF DUTIES:**

- Supervises lower level agents engaged in mediating consumer complaints and investigating violations of consumer laws and regulations by assigning and reviewing work; planning, participating in, and evaluating the training of lower level agents; resolving complaints or grievances of subordinate agents; evaluating and rating employee performance; managing employee attendance by authorizing leave; and recommending favorable or adverse personnel actions
- Supervises and conducts investigations into fraud, misrepresentations, 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
- Supervises and participates in the collection of evidence by interviewing parties and witnesses and examining business records, correspondence, accounting ledgers, and tax returns
- Evaluates and supervises the evaluation of collected information by comparing witness or party testimonies to one another and comparing written information to witness or party testimonies in order to verify facts
- Supervises and participates in the preparation of subpoenas, letters of access, and written

- summary reports and in the delivery of written summary reports
- Conducts and supervises the conduct of hearings on consumer complaints
  - Recommends and supervises the recommendation of changes in business practices
  - Supervises and participates in the performance of undercover assignments
  - Testifies in court as a prosecution witness
  - Appears before public consumer groups in order to disseminate information
  - Performs related duties as required

**MINIMUM EXPERIENCE AND TRAINING:**

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