

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1527    **TITLE:** CONSUMER SPECIALIST I    **GRADE:** S-22

**DEFINITION:**

Under supervision, responds to consumer and tenant-landlord complaints and resolves complaints; and performs related work as required.

**ILLUSTRATIVE DUTIES:**

Receives and investigates consumer and tenant-landlord complaints;  
Determines the validity of such complaints and then seeks an equitable solution;  
Contacts both parties in the disputes either by phone or letter and gathers all the facts in the case;  
Contacts Federal, State and local government agencies as well as private organizations in order to gather information and seek a solution to the problem;  
Visits one or more parties in the dispute or arranges a meeting between all the parties involved, and serves as a mediator;  
Assists the Consumer Specialist II in daily activities;  
Addresses interested groups on matters of consumer and tenant-landlord interest and education.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to receive and evaluate complaints, to conduct interviews, and to use proper judgment;  
Ability to communicate effectively;  
Ability to establish and maintain effective relationships.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience and training equivalent to graduation from a four year accredited college or university. Some applicable experience in consumer programs, investigative work, public contact or business. Experience as a consumer investigator is particularly desirable.

REFORMATTED/REVISED:    December 3, 2007  
REGRADED:                                July 10, 2004  
CLASS CODE REVISED from 1292 to 1527: June 20, 1989