

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1528 **TITLE:** CONSUMER INVESTIGATOR **GRADE:** S-18

DEFINITION:

Under direct supervision, in the Investigation branch, conducts routine investigations of consumer and tenant-landlord complaints; **OR** in the Licensing branch, examines and processes basic license applications for solicitors, taxicab drivers, massage therapists, etc; performs related work as required..

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This class is distinguished from the Consumer Specialist I in that the Consumer Investigator works under direct supervision and is assigned the more routine tasks where as the Consumer Specialist I acts under general supervision and works independently on individual tasks.

ILLUSTRATIVE DUITES:

Gathers information from complainants, company officials and others and conducts field investigations;

Participates in the analysis and the efforts to mediate resolution of routine complaints;

Conducts initial interviews over the telephone or face-to-face to determine the merit of the alleged complaint;

Develops an investigation plan and requests pertinent information;

Counsels complainants, respondents and others on their rights pursuant to the Fairfax County Ordinance and explains the investigative process;

Presides and/or participates in fact-finding conferences;

Participates in negotiations between parties to achieve a settlement prior to formal proceedings;

Testifies in court;

Conducts applicant interviews to determine initial and continuing eligibility for license programs;

Inspects taxicabs to ensure compliance with national, state, and local Code requirements;

Examines and processes basic license applications for conformance with Fairfax County Ordinances;

Coordinates the scheduling of new license application submissions;

Prepares and revises consumer protection handouts;

Conducts field studies and research;

Assists with the preparation of training materials and provides training to new personnel on a variety of consumer related subjects;

Inspects taxicabs to ensure compliance with national, state, and local Code requirements;

Maintains records of work performed, through the use of daily logs and computerized forms;

Interprets, applies, and explains federal, state, and County policies covering licensing programs to applicants, service providers, the general public, and other interested parties;

Conducts applicant interviews to determine initial and continuing eligibility for license programs;

Ensures timely processing of applications to meet applicant needs and program policy mandates;
Compiles and maintains data and documents, and prepares written narratives to support determinations;
Prepares appeal documents and may represent the agency in administrative appeals filed by clients;
Refers clients to other County programs and/or community organizations for needed services;
Performs special assignments in the investigation of consumer and tenant-landlord complaints;

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Basic knowledge of applicable laws and the Fairfax County Ordinance;
Knowledge of County agencies and their functions;
Ability to analyze factual situations, reach sound conclusions and develop clear, concise reports;
Ability to update, maintain and retrieve files;
Ability to collect, compile and interpret research data;
Ability to interact with individuals from various racial, ethnic and socioeconomic backgrounds;
Ability to communicate effectively, orally and in writing;
Ability to negotiate settlements.
Knowledge of the principles and practices, and procedures in a specialized area (e.g. licensing, automotive repair, home improvement);
Ability to use a personal computer, applicable software and peripheral equipment;
Knowledge or familiarity with automated information and data base management systems;
Knowledge of the consumer protection process;
Ability to maintain effective relationships with County staff and the public
Ability to coordinate work and train other staff personnel;
Ability to plan, develop, and administer inspection and surveillance activities;
Ability to prepare a variety of administrative reports;
Ability to lift, stoop, bend, crawl, and work in tiring and uncomfortable positions while inspecting vehicles
Ability to work in uncomfortably hot or cold temperatures.

EMPLOYMENT STANDARDS:

Any combination of education and experience equivalent to graduation from a four year accredited college or university.

CERTIFICATES AND LICENSES REQUIRED:

Motor Vehicle operator's license;

REVISED: February 5, 2007

CLASS CODE REVISED from 1295 to 1528: June 20, 1989