

CONSUMER PROTECTION INVESTIGATOR

Job Code	Pay Grade
21830	CL16

Nature of Work

This is specialized investigative work in consumer protection matters. Employees in this class are responsible for the review of consumer initiated complaints and investigating business practices to identify civil or criminal violations of consumer protection laws. Duties include gathering and evaluating evidence, preparing legal documents, testifying in court, presenting charges in hearings, inspecting for compliance with consumer protection laws, service of process and negotiating with businesses or their legal counsel on behalf of consumers.

Minimum Qualification Requirements

- 4 years professional, technical, or administrative experience in law enforcement, criminal justice, public administration, government, business or related field; or
- Associate's degree with major course work in law enforcement, criminal justice, public administration, government, business administration or related field and 2 years experience as described above; or
- Bachelor's degree with major course work in law enforcement, criminal justice, public administration, government, business administration or related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Assists consumers with a variety of inquiries/complaints and evaluates complaints to determine if violations are involved or whether action is indicated.
- Negotiates with businesses or their legal counsel on behalf of consumers to achieve equitable resolutions of consumer-business problems.
- Assists businesses in bringing their practices into compliance with state consumer protection laws.
- Initiates informal hearings with businesses or their legal counsel and prepares agreements reflecting assurances of compliance.
- Originates, prepares and presents consumer education and information speeches and programs.
- Investigates cases involving alleged violations of consumer protection laws, prepares legal documents related to charges and presents cases in public hearings.
- Prepares and serves civil process such as subpoenas, Complaints and Notices of Hearing and finalized administrative orders.
- Attends invests with State Attorney and participates in criminal hearings and trials as necessary.
- Enforces county ordinances relating to Charitable Solicitations, Bingo, Adult Use establishments including issuing citations to individuals who are in violation of those ordinances.
- Assists Federal, State and local law enforcement agencies in investigation of cases involving consumer fraud.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of legal documents, legal principles of investigations and investigative techniques.
- Knowledge of Florida Statutes preferred.
- Skill in making informative and entertaining speeches and presentations to the general public, law enforcement and regulatory agency personnel, and County Boards.

CONSUMER PROTECTION INVESTIGATOR (continued)

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Knowledge, Skills, and Abilities (continued)

- Ability to acquire knowledge of Florida State Consumer Protection Laws and Federal Trade Commission rules and decisions.
- Ability to objectively review facts, remain objective, be flexible, and judge cases on their merits and arguments.
- Ability to interview and interrogate, gather and evaluate evidence and research legal documents.
- Ability to initiate and carry out extensive contact with the general public and to present, under difficult circumstances, an attitude of diplomacy, impartiality, sympathy and sound judgment.
- Ability to prepare and present oral and written reports in an accurate, concise and grammatically correct manner.
- Ability to use Microsoft Office Word, Excel and various computer applications and online resources.

For official use only

Revised	EEOC Code	Overtime Code
3/08	Protective Services	Classified