

CONSUMER PROTECTION PROGRAM MANAGER

Job Code	Pay Grade
21834	CL20

Nature of Work

This is advanced professional investigative, supervisory and administrative work in consumer protection matters. Employees in this class are responsible for implementing departmental policy through supervision of Consumer Protection Investigators and for administrative assistance to the Operations Manager. Employee manages caseloads by distributing casework to appropriate investigators, and reviews final disposition of case investigations. Work requires a high degree of independent judgment and initiative in determining action required.

Minimum Qualification Requirements

- 7 years of law enforcement or consumer protection investigation experience that includes 1 year of team leader, supervisor or supervisor training; or
- Associate's degree with major course work in law enforcement, criminal justice, public administration, government, business administration or related field and 5 years experience as described above; or
- Bachelor's degree and 3 years experience as described above; 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.)

- Reviews a portion of all complaints received and determines systems by which complaints are assigned.
- Oversees complex consumer fraud investigations, usually involving numerous victims and/or organized fraud, and conducts final review of completed investigations.
- Participates in criminal hearings and trials as necessary.
- Oversees the Dispute Resolution Section to help achieve resolutions to business-consumer problems and assisting businesses in bringing their practices into compliance with state consumer protection laws.
- Oversees the Regulatory Section to enforce the regulation of Charitable Solicitations, Bingo, Towing, High Prescribing Health Clinics, Human Trafficking Public Awareness Sign ordinance and Adult Use establishments, including issuing citations to individuals in violation of those ordinances.
- Reviews and updates regulatory ordinances.
- Assists Federal, State and local law enforcement agencies in the investigation of cases involving consumer fraud.
- Assists in the organization and implementation of consumer education and information programs and conducts research and submits reports to the Operations Manager concerning modifications or additions to departmental policies.
- Organizes and supervises training programs, prepares various investigative reports and testifies in hearings and depositions.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of Florida State Consumer Protection Laws, Federal Trade Commission rules and decisions and legal principles of investigation.
- Knowledge of the practices and principles of management theory, public administration and personnel administration.

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Knowledge, Skills, and Abilities (continued)

- Knowledge of investigative, interviewing and interrogation techniques, techniques of gathering and evaluating evidence and research of legal documents.
- Knowledge of modern office methods and procedures, techniques of supervision and management skills.
- Knowledge of general business operations, financing or accounting principles.
- Knowledge of intelligence gathering and crime analysis techniques.
- Skill in making informative and entertaining speeches and presentations to the general public, law enforcement and regulatory agency personnel, and County Boards.
- Ability to deal with subordinates and the general public in a fair, courteous and impartial manner.
- Ability to perform research and report findings in a well-organized, concise and articulate manner and draft legal instruments.
- Ability to plan, assign, train and supervise the work of subordinate staff and prepare and present oral and written reports in an accurate, concise manner.
- Ability to demonstrate proficiency using Microsoft Office Word, Excel, Criminal Justice Information Systems and various computer applications and online resources.

For official use only

Revised	EEOC Code	Overtime Code
9/16	Officials & Managers	Classified/Excluded