

CONSUMER PROTECTION SUPERVISOR

POSITION SUMMARY

Under the general supervision of the Division Administrator this position manages and supervises investigators in the division of legal services and compliance, coaches the staff regarding the compliance investigation process; coordinates communications between the persons supervised and others; manages a caseload; and performs administrative duties. The division, one of five divisions in the agency, provides inspection, audit, investigative and prosecutorial services to the department and the regulatory authorities attached to it.

60% A. Manage and supervise the division investigators and coach the staff regarding the complaint investigation process.

- A1. Plan, analyze research and develop policies and procedures for the statewide investigation and inspection program.
- A2. Analyze research, evaluate and approve recommendations for administrative action to assure appropriateness of recommendations and adequacy of evidence.
- A3. Provide guidance and counseling to persons supervised as necessary to achieve improvement in employee performance.
- A4. Regularly review investigation files of employees supervised for completeness and accuracy, ensuring all aspects of the case have been addressed.
- A5. Implement quality improvement by identifying and recommending ways to improve processes and developing performance metrics, templates, and quality controls.
- A6. Review comprehensive written case summaries for content. Review all facts and evidence as necessary. Review results of allegations of violations of statutes or administrative codes.
- A7. Guide and coach investigators in organizing cases.
- A8. Coordinate the handling of cases that involve the jurisdiction of multiple regulatory authorities to ensure the cases are handled by the appropriate staff and can be completed in an expeditious manner.
- A9. Assign work and conduct regular meetings with staff to ensure timely movement of cases.
- A10. Coordinate the planning of work schedules and establish guidelines for work activities, including closely managing assignments and timeframes of field work.
- A11. Coordinate with management the eventual resolution of cases identified for prosecution by actively participating in discussions about these cases with attorneys, other staff members, and case advisors as necessary. Ensure cases are moved through the system in a timely fashion.
- A12. Recommend hiring of staff.

- A13. Make assignments, evaluate employee performance, and direct the administration of discipline.
- A14. Develop, implement, monitor and evaluate performance standards of employees supervised.
- A15. Prepare position descriptions for newly created or vacant investigator positions in the division, develop any information necessary for certification requests, conduct interviews of prospective staff and recommend the hiring of prospective staff.
- A16. Complete performance evaluations of those supervised.
- A17. Plan, organize and coordinate the training of the staff supervised. Assess the training and education needs of the staff supervised. Also recommend training needs.
- A18. Serve as a member of the division's administrative team and participate fully at team meetings and activities.

25% B. Manage a caseload.

- B1. Review informal complaints, plan investigations and discuss with division administrator as necessary.
- B2. Complete in a timely manner investigative contacts and other field work.
- B3. Complete and submit to appropriate staff in a timely manner clear, concise and accurate investigative reports and case file summaries.
- B4. Plan, coordinate and direct complex, comprehensive investigations including approval of reports to assure resolution.
- B5. Interpret and analyze statutes and administrative codes to resolve complex and difficult cases.
- B6. Respond to telephone, written and personal inquiries to provide information on regulatory practices to individual consumers and licensees.
- B7. Independently conduct special investigations.
- B8. Serve subpoenas and conduct other pre-hearing and hearing work in a timely manner.
- B9. Testify at depositions and other hearings as necessary.
- B10. Appear at meetings of the regulatory authorities attached to the department and answer questions relating to the complaint handling process or status of complaints

10% C. Perform administrative duties.

- C1. Make recommendations for incorporating investigative issues as a part of a division policy and procedures manual and review and recommend updates to the manual.

- C2. Prepare reports and policy proposals relating to the needs of the division.
- C3. Provide assistance to attorneys and other division staff.
- C4. When requested by Division Administrator, review inquiries from legislators, governmental employees and the general public and draft responses.
- C5. When requested by Division Administrator, review proposed legislation and code and provide analysis of fiscal and operational impact on the investigative unit.
- C6. Develop and recommend changes in legislation or administrative rules to increase the effectiveness of operations.
- C7. Maintenance of record and information coordination systems, including manual files and computer stored information for use in evaluating program effectiveness.
- C8. Analyze complaint information to determine if a pattern of violations is developing; recommend a comprehensive investigation of the activity where a problem appears to exist, as directed by the regulatory authority.
- C9. Serve as a member of the division's administrative team and participate fully at team meetings and activities.
- C10. Prepare reports to quantitatively display the performance of the investigative staff.
- C11. Promote a safe and healthful work place by communicating safety policies and plans to staff; enforcing safety rules; annually inspecting work area; and reporting to the appropriate person any concerns about safety issues.

5% D. Perform other duties as assigned by the Division Administrator.

KNOWLEDGE AND SKILLS REQUIRED BY THE POSITION

Extensive knowledge of investigative methods, techniques and procedures. Considerable knowledge of procedures and practices for the admission of evidence and presentation of testimony in administrative hearings and court cases.

Extensive knowledge of principles and practices of administration and management, including supervisory practices relating to the planning, implementation and delegation of work activities.

Considerable skill in establishing and maintaining effective and cooperative relationships with the general public, departmental personnel and other local, state and federal officials.

Considerable skill in logically assembling, concisely organizing and clearly presenting and interpreting complex information relevant to laws, rules procedures, reports and other sources both orally and in writing to persons with varying degrees of information and technical expertise.

Considerable skill in argumentation, debate and negotiating.

PERSONAL CONTACTS AND THEIR PURPOSE

Many of the contacts involve situations where parties have different goals and objectives and may be critical or defensive. These contacts require considerable patience, tact, persuasiveness and discretion.

Contact with other agencies, groups are for the purpose of providing information on controversial issues, interpretations of complex laws and rules and other information about the program.

Contacts with the public can be occasionally hostile.

DISCRETION AND ACCOUNTABILITY

This position has the authority for establishing or modifying priorities, goals, and objectives for the assigned program areas. In addition to goals set through the Performance Evaluation, Planning and Employee Development process, this position establishes its own work assignments, priorities and schedules.

PHYSICAL DEMANDS

The work demands the physical agility to bend, stretch, squat, kneel, walk, lift files and enter public and private buildings.

The work demands the ability to operate a vehicle under all weather and road conditions.

The work demands the ability to work both indoors and occasionally outdoors.

WORK ENVIRONMENT

Investigations may subject employee to aggressive, critical people. Verbal threats may be made to employee in person or by phone call to office or home.