

Job Class Profile: Consumer Affairs Officer

Pay Level: CG-28 **Point Band:** 578-621

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	5	2	3	3	3	4	1	1	
Points	233	83	13	14	90	65	83	21	11	613

JOB SUMMARY

The Consumer Affairs Officer implements, investigates, analyzes, and resolves consumer and trade practice problems and complaints.

Key and Periodic Activities

- Investigates, analyzes, and resolves consumer complaints which can involve large dollar amounts, fraud, and/or misrepresentation.
- Educates and advises both consumers and businesses on options to remedy complaints.
- Monitors and enforces relevant legislation by phone, in writing, and by interview.
- Regulates and polices business operating within the province.
- Prepares correspondence.
- Provides advise, counselling, and interpretation by phone, in writing, or in person with the public, outside agencies, and other government departments.
- Participates in the education program.
- Prepares brochures and other consumer information.
- Researches background information on companies.

SKILL

Knowledge

General and Specific Knowledge:

- Knowledge of Trade Practices Legislation and internal policies and procedures.

Formal Education and/or Certification(s):

- Minimum: 3 Year Specialized Post Secondary Diploma in Business.

Years of Experience:

- Minimum: 2-3 years experience.

Competencies:

- Strong communication and analytical skills.
- Ability to work independently.
- Ability to write letters quoting relevant legislation in a manner which is easy to understand and

interpret by consumers.

Interpersonal Skills

- Interpersonal skills are used to listen to information from other people, ask questions to get information, provide routine and complex information to others, negotiate agreements/contracts, deal with upset or angry people, provide expert advice, and resolve disputes between people.
- The ability to listen and give advice or proper direction when contacted regarding consumer issues. Must be approachable and calm to diffuse a situation when dealing with individuals who are emotional and angry due to the issues they are facing. The ability to communicate clearly is necessary to ensure technical legislation is understood by the consumer.
- The most significant contacts are consumers/clients on issues or problems they may be experiencing with businesses; manager to consult on business complaints; and businesses in order to attempt resolution of complaints.

EFFORT

Physical Effort

- The demands of the job do not result in considerable fatigue, requiring periods of rest.
- There is a regular requirement to lift objects less than 10 lbs., such as office supplies or files.
- Sitting and fine finger precision work when using a computer is a constant requirement as over 80% of the work day is spent at a desk using the computer and telephone. There is an opportunity to occasionally stand and walk.

Concentration

- **Visual** concentration is constantly required when using a computer to perform work.
- **Auditory** concentration is constantly required as the ability to listen carefully to what consumers are saying has an impact on whether or not the correct information is provided to them.
- **Time pressures and deadlines** are experienced on a regular basis as consumers are often waiting on action to correct an issue with their credit file in order to secure financing for a mortgage deadline.
- **Exact results** are required on a regular basis when investigating complaints.

Complexity

- Work tasks are typically different but related.
- The most typical problem or challenge encountered is the resolution of consumer complaints. This process involves the collection of information from all parties, researching the issue, reviewing legislation to determine if the issue is one that should be addressed by the division, and exploring possible solutions to resolve the problem.
- Challenges/problems are generally resolved by following procedures and guidelines.
- When addressing typical challenges or problems reference can be made to related acts and regulations, internal policies and procedures, and discussions with advisors.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks are generally prescribed or controlled. — Direction and advice is provided to consumers without supervisory approval. — Supervisory approval is required for updates to the divisional website and for conducting investigations into the business practices of a company. — Discretion and judgement are exercised when conducting investigations and interpreting legislation.
Impact
<ul style="list-style-type: none"> — Generally has impact (positive or negative) on the immediate work area, on clients/general public, and information. Daily job tasks and activities directly affect consumers who depend upon assistance with their problems. Information provided to consumers must be accurate. — Should a mistake or error occur, such as mistaken identity, it could result in long term consequences for the consumer (i.e. financial impact) with an impact on the department for providing unreliable information. — Work involves responsibility to compile all information pertaining to a complaint. Should information be missing or not obtained, there is a risk that the complaint may not be handled properly which would lead to an incorrect outcome. The error is most likely to be detected by the consumer who in the end is the person most affected by the error. — The timeframe for determining and resolving a problem is situation driven. When an error is made, it is likely found by either the consumer or the division, and steps are taken to rectify the situation immediately.
Development and Leadership of Others
<ul style="list-style-type: none"> — Not responsible for supervision of employees. — Occasional advice and guidance is provided to new and existing employees.

WORKING CONDITIONS

Environmental Working Conditions
<ul style="list-style-type: none"> — Safety precautions and equipment are not required for the position. — There is no likelihood of minor cuts, bruises, illnesses or injury. — There is no exposure to undesirable environmental working conditions.