



Job Title: Director of Consumer Affairs

Department: Consumer Affairs

Hours: Monday – Thursday, 8:15am – 5:00pm, Friday, 8:15am – 12:15pm

Salary: \$53,346 annual salary plus benefits. This is a union position.

DEFINITION:

The Director of Consumer Affairs is responsible for providing assistance to constituents with regard to complaints of discriminatory, unfair and/or illegal business practices. The incumbent provides meditative services on behalf of constituents and works to resolve issues and problems amicably. The Director of Consumer Affairs also prepares the annual budget, manages grant programs and produces mandatory reports to the Office of the Attorney General.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Provides daily supervision and oversight to office staff and scheduling of daily tasks.
- Submits applications for and manages grant programs for the Consumer Affairs Office.
- Collects information from constituents regarding unlawful, discriminatory or unfair business practices.
- Works collaboratively with constituents and business owners to resolve complaints amicably if possible.
- Refers cases to the Office of Attorney General when warranted.
- Prepares and manages the annual budget for the Consumer Affairs Office.
- Prepares and submits required reporting to the Office of the Attorney General
- Performs other related duties as required.

SUPERVISION RECEIVED:

The incumbent works largely independently and receives general instruction and guidance from the Mayor. This person should seek clarification for only the most complex or non-routine tasks.

QUALIFICATIONS:

- Revere residency strongly preferred.
- Minimum of five (5) years of related experience ideally within a municipality; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Minimum of one to three (1-3) years of supervisory experience required preferably within a municipal environment.
- One to three (1-3) years of customer service experience required.
- Bachelor's degree preferred.
- Certification in Mediation/Conflict Resolution preferred.
- Ability to speak Spanish preferred.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Knowledge of mediation and conflict resolution techniques.
- Knowledge of applicable Massachusetts and Federal laws regarding consumer protection.

Abilities:

- Ability to deal effectively, tactfully, firmly, and appropriately with business owners and the public.
- Ability to communicate effectively both verbally and in writing.
- Ability to follow and provide written and oral directions and instructions.
- Ability to process accurate data entry records.
- Ability to formulate excel spreadsheets in order to analyze data.
- Ability to multi task in a fast paced environment

Skills:

- Skilled in using automated systems and the Microsoft Office suite of products especially Excel.
- Creative thinking, listening and problem solving skills.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours. Daily interaction with the general public in-person, by phone and or email communications as required. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with difficult people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online by Monday, February 17, 2020 at www.revere.org/jobs. Please submit a resume, cover letter and salary requirements with your application.