



Job Title: Part Time Consumer Advocate
Department: Consumer Affairs
Location: 25 Winthrop Ave
Hours: Monday-Thursday 1:00pm-5:00pm
Salary: \$19.94 per hour, non-union

THE CITY OF REVERE

The City of Revere is a thriving, fast growing, and vibrant City. Revere has become one of the most desirable cities in the region to live and work. The City of Revere envisions a municipality that fosters a more welcoming, nurturing, and inclusive government that invests in staff success and development. The City of Revere envisions a municipality that is governed for and by its people, by building and maintaining representation reflective of our community at all levels within the organization. Due to its distinctiveness, the City of Revere is a wonderful place to work, with great benefits, salaries, incentives, and most importantly, the opportunity to serve its residents and grow professionally in the fascinating world of public service. Creating and sustaining a culture in City Hall to ensure that residents across the city feel the government is more responsive to their needs and concerns, is an entity that they can trust, and are accountable to all is critically necessary.

JOB SUMMARY

Reporting to the Director of Consumer Affairs, the Consumer Advocate will assist in the resolution of consumer complaints filed with the Massachusetts General's Office by residents from the 14 municipalities served by the Revere Consumer Affairs Office. The Consumer Advocate will communicate with the consumer and subject of the complaints assigned to the advocate by telephone and written communication. The Consumer Advocate will document and track the progress of each assigned complaint in a software data base. The Consumer Advocate will also assist in the development and execution of consumer education outreach activities to the public.

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.

- Contact the consumers to review the nature and details of the complaint they filed, explain the resolution process, and obtain authorization to move forward with the resolution process
- Contact the subject of the complaint to request a response to the complaint filed by the consumer.
- When necessary, work to mediate the dispute between the consumer and the subject with the goal of obtaining a successful result for the consumer.
- Document all activity and upload all documents related to a complaint in the Attorney General's Office data base in a timely manner.

QUALIFICATIONS

- Revere residency strongly preferred
- 1 to 3 years of customer experience dealing with the public.
- Ability to communicate effectively both verbally and in writing
- Ability to process accurate data entry
- Ability to research consumer laws and information necessary to resolve consumer complaints
- Ability to multitask in a fast-paced environment.
- Working knowledge of the Microsoft Office suite of products.
- Ability to learn the use of a basic proprietary database system that is used to document and track the progress and resolution of each complaint assigned to the Consumer Advocate.

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.

The applications must be submitted via the City's [Online Application Portal](#). Please submit a resume, cover letter and salary requirements with your application. If you have any questions, feel free to contact us at: jobs@revere.org.

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