

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

CONSUMER COMPLAINT SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to positions which function as a Consumer Complaint Supervisor over consumer protection complaint processing programs. This classification specification is not intended to identify every duty which may be assigned to positions but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the classification concepts and definition of this specification, or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards, or factors; statements of inclusion and exclusion; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses positions which supervise consumer protection complaint processing programs as the primary area of responsibility; other related programs or positions may also be supervised. The positions allocated to this classification must meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not meet the statutory definition of supervisor, as defined in s. 111.81(19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which do not supervise a consumer protection complaint processing program for a majority of the time.
3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Entrance into this classification is by competitive examination.

II. DEFINITION

Positions allocated to this classification supervise consumer protection complaint processing programs as the primary area of responsibility; other related programs or positions may also be supervised (e.g., outreach or communications positions to increase program awareness, etc.). Positions in this classification develop operating procedures, direct education and information activities to increase awareness of a state consumer protection program and supervise staff, serving as a technical resource on consumer protection laws. Positions also work with the public, organizations, and regulated industries to provide information on consumer protection laws; this includes making oral presentations as well as developing written informational documents. Work is performed under general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and work activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective May 1, 1994, and announced in Bulletin CC/SC-15, in order to describe a position located at the Department of Justice which supervises the consumer protection complaint processing and complaint mediation programs. The specification was modified effective May 20, 2001, and announced in Bulletin CLR/SC-130, in order to reflect the transfer of program responsibility from the Department of Justice to the Department of Agriculture, Trade and Consumer Protection. The classification was also included in the broadband pay system for non-represented classifications effective May 20, 2001. The specification was modified effective December 14, 2003, and announced in Bulletin OSER-0006-MRS-SC, to include a position at the Public Service Commission.

This classification specification was modified effective August 11, 2013 and announced in Bulletin – OSER-0336-MRS/SC in order to update the description of work to be performed as well as to omit the representative positions as they are no longer relevant.

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