

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

CONSUMER PROTECTION SUPERVISOR

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future positions performing consumer protection supervisory duties. Positions allocated to this classification supervise a staff of Consumer Protection Investigators. 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 class concepts and definitions 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; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification are supervisory positions that supervise a staff of Consumer Protection Investigators. Positions may also be required to supervise other related positions or support staff. Positions allocated to this classification administer multi-faceted or statewide consumer protection programs and conduct and/or direct the most complex investigations and mediations that may involve other federal, state or local agencies. Additionally, positions may convene public hearings or develop training programs. Positions allocated to this classification must meet the statutory definition of supervisor as defined in Section 111.81(19), Wis. Stats.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that do not meet the statutory definition of supervisor as defined in Section 111.81(19), Wis. Stats., and as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions that, for a majority of the time, perform duties that are more appropriately classified as Consumer Protection Investigator.

3. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competitive examination.

## II. DEFINITIONS

### CONSUMER PROTECTION SUPERVISOR

Positions allocated to this classification supervise a staff primarily made up of Consumer Protection Investigators. Positions administer multi-faceted or statewide consumer protection programs and direct and/or conduct the most complex investigations and/or mediations pertaining to consumer issues. Positions may also negotiate major financial settlements with offending regulated industries; analyze regulations or standards to effectively recommend new or modified legislation; oversee the legislative process when recommending new or modified legislation; and evaluate the existing programs and implement policy and procedure changes. 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 worker 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 21, 2000, and announced in Bulletin CLR/SC-112 to describe positions that supervise Consumer Protection Investigators and related positions. The classification was created as a result of the Regulation Compliance Investigator Survey, which resulted in the implementation of the Consumer Protection Investigator classification series and the abolishment of the Regulation Compliance Investigator Supervisor 1-3 classification series also effective May 21, 2000, and announced in Bulletin CLR/SC-112.

This classification specification was modified effective June 13, 2004, and announced in Bulletin OSER-0034-MRS-SC, to reflect the addition of a second allocation of supervisory positions in the Department of Agriculture, Trade and Consumer Protection and a modification of the classification title from Consumer Protection Investigator Supervisor to Consumer Protection Supervisor.

The classification specification was modified effective August 11, 2013, and announced in Bulletin OSER-0336-MRS-SC, to reflect the work done by consumer protection staff in the area of mediation. In addition, the update removed the supervisory allocation pertaining to oversight of weights and measures staff, as a separate classification specification was modified to reflect the supervision of this program.

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