New York State Department of Civil Service
Division of Classification & Compensation

Tentative Classification Standard

Occ. Code 6640300

Senior Consumer Frauds Representative, Grade 17 6640300
Associate Consumer Frauds Representative, Grade 23 6640500

Brief Description of Class Series

Consumer Frauds Representatives mediate consumer fraud complaints, perform related field investigations and activities, and conduct consumer education and outreach programs to provide individuals with information regarding their rights under Consumer Protection Laws.

Positions are classified in the Department of Law, Office of the Attorney General.

Distinguishing Characteristics

Senior Consumer Frauds Representative: full performance level; under the general supervision of an Assistant Attorney General, mediates consumer fraud complaints directly with individuals or business representatives involved; investigates consumer fraud complaints; assists litigating attorneys in preparing fraud cases for trial; conducts consumer education and outreach programs for various stakeholders; and may supervise subordinate staff and/or student interns.

Associate Consumer Frauds Representative: one-position class; supervisory level; supports an Assistant Attorney General in managing the statewide Consumer Assistance Program; assists in developing relevant policies, procedures, and agendas; and supervises Senior Consumer Frauds Representatives.

Illustrative Tasks

Senior Consumer Frauds Representative

Reviews, processes, and responds to consumer inquiries and formal complaints.

- Assigns clerical and student support staff to receive and answer initial walk-in and telephone customer intake questions.

- Evaluates incoming correspondence, identifies proper jurisdiction, and assigns routine correspondence to support staff.

- Responds to inquiries, informs consumers of their legal rights, advises them of complaint filing procedures, or refers them to other government or private agencies.

- Assesses and mediates formal consumer complaints, or distributes routine cases to student intern mediators.

- Interviews complainants, third parties, and respondents to obtain any necessary information.

- Completes independent determinations on the disposition of complaints.

- Coordinates mutually satisfactory resolutions for complainants and respondents.

- Recommends litigation when a violation exists and mediation has been unsuccessful.

Assists attorneys with the prosecution of consumer fraud cases.

- Interviews witnesses and prepares trial memoranda.

- Answers inquiries from defendants, third parties, and their authorized representatives.

- Attends hearings, drafts questions for attorneys, presents testimony, and evaluates proceeding transcripts.

- Assembles, labels, catalogs, and arranges evidence for trial; and arranges, files, and tracks associated court documents.

- Monitors judgments, disburses restitution monies, and closes case files.

- Coordinates prosecution with law enforcement agencies.

Administers field investigation and consumer education and outreach programs.

- Poses as a customer and conducts undercover visits to businesses that have been generating complaints and prepares reports on findings.

- Monitors business advertisements for fraud and refers questionable representations to attorneys for review.

- Prepares educational material for dissemination to libraries, civic groups, and individuals.

- Participates in community forums, trade shows, exhibitions, and interviews; and discusses consumer issues.

- Answers inquiries and prepares reports for publication.

Supervises student intern mediators; participates in recruitment and selection processes; provides training; delegates and monitors work related to routine consumer complaints; reviews case recommendations; and evaluates performance.

Associate Consumer Frauds Representative

Oversees the statewide Consumer Assistance Program.

- Supervises and coordinates program activities.

- Develops and implements training and performance management programs.

- Monitors workload and case completion data; and adjusts staffing levels to meet identified needs.

- Reviews complaint resolutions to ensure compliance with applicable laws and procedures.

- Assists in the development and revision of operating practices and procedures.

- Identifies systemic issues in the handling of consumer complaints, consults with staff and regional office heads, and recommends solutions.

- Develops and oversees the preparation of reports and data analysis.

- Performs the full range of supervisory duties; and participates in the recruitment, selection, and evaluation of program staff.

- Disseminates information and analysis on new legislation, emerging issues, and trends in consumer fraud and the resolution of non-routine cases.

- Advises lower-level staff on difficult or sensitive cases; and may accompany staff on field visits or court appearances.

- Handles the more difficult, sensitive, high-profile, or precedent-setting consumer complaints.

Minimum Qualifications

Senior Consumer Frauds Representative

Open Competitive: five years of experience primarily dealing with the general public in a sales, consumer or customer service, or problem resolution capacity.

Associate Consumer Frauds Representative

Promotion: one year of service as a Senior Consumer Frauds Representative.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 6/2026

KAW