

**JOB DESCRIPTION**  
**JOB TITLE: Consumer Affairs Specialist**

**DEPARTMENT:** Performance and Risk Management

**I. POSITION PURPOSE**

The Consumer Affairs Specialist is the primary position responsible for client satisfaction and consumer concerns/complaints. The Consumer Affairs Specialist cultivates strong working relationships with internal program staff and external stakeholders.

**II. NATURE AND SCOPE OF RESPONSIBILITIES** include, but are not limited to, the following. Other duties may be assigned.

Follow Agency Policy and Procedure.

Agency point of contact for consumer/provider relations.

Meet departmental goals and/or outcomes.

Maintain or grow in required competency level for position.

Facilitate client, provider, community stakeholder and foster home relations as needed.

Gather data and report information related to client, family, payer, foster home and stakeholder satisfaction.

Intake, process, and report back on all concerns and complaints sent to the Concern Line for all states and programs within the Agency.

Acts as the liaison with DCF, DFPS, and other state agencies' consumer affairs team as part of the concern response process.

Refrains from assuming any duty which is unrelated to and/or interferes with the responsibilities of the position.

Advocates, promotes, and practices cultural sensitivity and responsiveness in all day-to-day interactions.

May be required to travel in order to attend meetings, training, or conduct business off site. Must have a valid driver's license and meet agency underwriting standards if driving on agency business. Not required to transport clients.

**SUPERVISION:**

None.

**III. EDUCATION, EXPERIENCE AND OTHER QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

High school diploma or equivalent required. Bachelor's degree preferred.

Two years' experience in customer relations/service preferred. Experience in data gathering and reporting.

**PRESENTATION SKILLS:**

Ability to read, analyze and interpret common scientific and technical journals, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or Board of Directors.

**FINANCIAL/COMPUTATIVE SKILLS:**

Ability to read and interpret financial statements, budgets, audit reports, etc. Ability to perform basic mathematical operations such as discounts, interest, commissions, proportions, percentage, area, etc. Ability to apply concepts of basic algebra, geometry, and statistics. Familiarity with computers and their capabilities.

**ANALYTICAL ABILITY:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical, graph, chart or diagram form and deal with abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

**IV. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, stand, sit, and walk. The employee frequently is required to use hands and fingers; climb or balance; and stoop or kneel.

The employee must regularly lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**V. WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

**VI. PRINCIPAL ACCOUNTABILITIES**

Coordinate with programs to provide responses to concerns and complaints from clients, providers, stakeholders, and state agencies.

Gather data and report information related to clients, family, payer, foster home and stakeholder satisfaction.

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Employee Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature