

DIRECTOR OF CONSUMER GUIDANCE AND PROTECTION

Kind of Work

Responsible work in the field of consumer guidance and protection.

Distinguishing Features of Work

An employee in this class identifies areas for consumer guidance and protection, directs investigations into these areas; formulates general guidelines for consideration by policy makers in the field of consumer guidance and protection and makes recommendations, where necessary for remedial and protective legislation. Work includes the direction and supervision of a group of employees engaged in studies relating to consumer guidance and protection, determining the general approach to these studies, developing where necessary the technical ability of staff to deal with consumer guidance and protection matters in Trinidad and Tobago. The employee exercises a considerable degree of initiative within the framework of policy laid down by a Council which reviews his work for efficacy of recommendations through reports and discussions.

Examples of work

Formulates, directs and coordinates research programmes into areas of consumer guidance and protection; and also undertakes specific studies in these areas as assigned by the Consumer Council.

Reviews existing scope of guidance and protection extended to consumers and makes recommendations for improvements or changes as a basis for policy making.

Examines existing laws and regulations applicable to consumer guidance and protection and makes recommendations to the legal Department for additional or remedial legislation.

Advises the Consumer Guidance Council and regional agencies on approaches to and developments in consumer guidance and protection and assists in the development of a regional approach to consumer guidance and protection.

Devises training programmes for upgrading the technical competence of staff of the Consumer Guidance and Protection Unit.

Holds discussions, exchanges information and in general liaises with public and private and regional and international agencies interested in consumer guidance and protection.

Arranges and promotes seminars, exhibitions lectures to inform consumers of consumer guidance and protection.

Performs related work as may be required.

Required Knowledge, Skills and Abilities

Extensive knowledge of the principles and current methods and approaches used in the field of consumer guidance and protection.

Considerable knowledge of local legislation and regulations related to consumer guidance and protection.

Considerable knowledge of international and regional agencies operating in the field of consumer guidance and protection.

Considerable knowledge of legislation attempted and enforced in the field of consumer guidance and protection in other countries.

Ability to undertake comprehensive studies in consumer guidance and protection.

Ability to formulate research programmes into consumer guidance and protection and to structure these on a continuing basis.

Ability to make effective recommendations for developing national policies related to consumer guidance and protection and for reviewing existing legislation.

Ability to express ideas clearly and concisely, both orally and in writing.

Ability to establish and maintain effective working relationships with fellow employees and representatives of public, private and international agencies.

Minimum Experience and Training

Considerable experience in the field of consumer guidance and protection, including experience in an administrative capacity and training as evidenced by the possession of a recognized degree in one of the Social Sciences; or any equivalent combination of experience and training.