



EXAMINATION OPEN TO THE PUBLIC

CONSUMER PROTECTION DIVISION DIRECTOR

ANNUAL \$81,829  
SALARY: \$104,954

SALARY  
GROUP: MP 65

APPLICATION CLOSING  
DATE: MAY 14, 2012

EXAM  
NO: 120960CFD

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW

**PURPOSE OF CLASS:** In the Department of Consumer Protection this class is accountable for planning, organizing and directing the programs of a division.

**MINIMUM QUALIFICATIONS REQUIRED**

IN ORDER TO BE CONSIDERED FOR THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY **MAY 14, 2012**:

**GENERAL EXPERIENCE:** Ten years of experience in consumer protection laws and regulations or gaming laws and regulations performing duties in regulation monitoring, policy enforcement, issuance of licenses, inspection, auditing or investigation.

**SPECIAL EXPERIENCE:** Two years of the General Experience must have been in a supervisory capacity.

**SUBSTITUTIONS ALLOWED:** (1) College training may be substituted for the General Experience on the basis of fifteen semester hours equaling one half year of experience to a maximum of four years for a Bachelor's degree. (2) A Master's degree in a closely related field may be substituted for one additional year of the General Experience.

**KNOWLEDGE, SKILLS AND ABILITIES:** Considerable knowledge of and ability to apply management principles and techniques; considerable knowledge of laws, regulations, policies and procedures pertaining to relevant division; considerable knowledge of investigation, inspection and hearing procedures; considerable interpersonal skills; considerable oral and written communication skills.

<b>THE EXAMINATION WILL BE COMPOSED OF:</b>	<b><u>PART</u></b>	<b><u>WEIGHT</u></b>
	<b>EXPERIENCE AND TRAINING</b>	<b>100%</b>

**APPLICATION/EXAMINATION PROCEDURE**

- APPLICANTS MUST SUBMIT:**
- (1) **Completed Application Form (CT-HR-12)**
  - (2) **Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination materials as detailed below. Applicants who do not submit the required application and examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

**EXAMINATION INSTRUCTIONS: Section 1.** For each job (maximum of three) which you feel has best prepared you for the job of Consumer Protection Division Director, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Consumer Protection Division Director cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow.

**(1) Administrative/supervisory experience.** Describe your experience administering the operations of a unit, division or program. Be specific as to the purpose of the program/unit/division, number of people impacted by the program, staffing levels and dollar amount of the program's budget. Describe your experience with program planning, establishing/implementing policies, procedures, goals and objectives. Describe your supervisory experience. Be specific as to the number of people you supervised, your involvement with scheduling, assigning and overseeing staff work, evaluating staff, conducting progressive discipline and training staff.

**(2) Experience in the development and implementation of consumer protection and/or gaming program policies, procedures, legislation and regulations.** Describe your experience working with consumer protection and/or gaming programs. List the consumer protection and/or gaming programs in which you have been involved, length of time with the program, and your role in the program. Be specific as to your experience developing, preparing, administering and interpreting statutes, regulations, legislation, policies and procedures, the nature and purpose of these items and on whom they impacted. Include experience in the investigation, inspection, and enforcement of consumer protection and/or gaming laws and regulations. Be specific as to the nature of these investigations and inspections, the purpose and the outcome of your findings. Describe your experience problem solving/troubleshooting as related to consumer protection and/or gaming programs, the resources you utilized to resolve issues and the outcomes of your corrective actions.

**(3) Interpersonal/oral and written communications experience.** Detail any experience acting as a consultant/liason to other organizations, departments or the public regarding consumer protection and/or gaming compliance issues. Be specific as to the purpose and nature of contacts, consultations and the level of the individuals contacted/consulted. Detail your experience conducting formal presentations or workshops including the topics and the audience reached. Describe your experience giving presentations before various boards and commissions including your role and how often you performed these functions. Be specific as to your experience writing reports and other correspondence, the purpose of these written materials and for whom they were prepared. Include experience in the development and dissemination of information for the media.

**Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job.

**Important Notes:** **(1)** Make certain both your application form and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by May 14, 2012.** **(5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2875).** If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7) Examination scores will be mailed by June 29, 2012.** **(8) A separate application/examination package must be submitted for each exam you are applying for.**

**FORMS:** Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Offices of the Connecticut State Job Centers.

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.