

**DELAWARE DEPARTMENT OF JUSTICE
JOB OPENING**

Opening Date: October 14, 2016 Closing Date: October 20, 2016

**INTAKE SPECIALIST (Pay Grade 10)
Fraud and Consumer Protection Division, Consumer Protection Unit
New Castle County**

Job Responsibilities and Duties:

The Intake Specialist is responsible for handling consumer complaints by phone, letter, email, fax, and in person. Handling these complaints may involve making appropriate referrals to other agencies, providing mediation services to attempt to resolve disputes with businesses, or referring to Special Investigators when appropriate for enforcement purposes. The Intake Specialist is responsible for accurate record keeping within the case tracking software and will participate in consumer education and outreach events. The work hours for this position are 8:30 a.m. to 5:00 p.m.

Minimum Qualifications:

- Strong verbal and written communication skills
- Ability to interact professionally and appropriately with the public
- Excellent computer and organizational skills
- Excellent attention to detail
- The ability to work independently while managing a heavy case load
- Knowledge and application of basic investigatory techniques
- Proficient in Microsoft Office Suite

Desired:

- Familiarity with the Delaware Residential Landlord Tenant Code
- Fluent in Spanish

Internal applicants: Please send an updated Resume or a summary of work experience to the Director of Human Resources.

External applicants: Please submit a Resume and completed State Application to Human Resources, Delaware Department of Justice, 820 N. French Street, 6th Floor, Carvel State Building, Wilmington, DE 19801 or E-mail to DOJHR@state.de.us or Fax to 302-577-5866. EOE.