



WASHINGTON STATE ATTORNEY GENERAL'S OFFICE
CONSUMER PROTECTION DIVISION
CONSUMER RESOURCE CENTERS
VOLUNTEER OPPORTUNITIES

The Consumer Resource Centers has a number of volunteer Complaint Analyst positions available. As a volunteer complaint analyst you will be in a professional office environment and respond to inquiries about consumer issues and provide informal mediation of complaints from the public about businesses.

Volunteer opportunities are available in the Consumer Resources Centers located in:

Seattle

Bellingham

Tacoma

Vancouver

WE PROVIDE:

- Transportation reimbursement (mileage or transit).
- Comprehensive and ongoing training in consumer issues and state government.
- Professional staff at all times to support and assist volunteers.
- A pleasant, spacious office environment for a broad range of volunteers.

VOLUNTEER COMPLAINT ANALYST'S RESPONSIBILITIES:

- Answer telephone inquiries from citizens by providing information on a variety of Consumer Protection topics including general information and additional resources.
- Process and informally mediate consumer complaints including writing and phone contacts with businesses and consumers.
- Work within the guidelines and policies of the Attorney General's Office, Consumer Protection Division and the Consumer Resource Centers include maintaining strict confidentiality.
- Duties may include limited filing, copying and scanning of documents.
- Maintain a regular and reliable work schedule.

SKILLS AND EXPERIENCE REQUIRED FOR VOLUNTEER COMPLAINT ANALYSTS:

- Enthusiasm and a willingness to learn.
- Ability to communicate in a professional, courteous manner in writing, in person and on the phone.
- Ability to answer complex telephone inquiries.
- Basic computer skills including the ability to type (no speed requirement, just accurate computer entries), use email and do simple Internet searches.
- Ability to use basic office equipment including copy/scanning and fax machines.

FOR MORE INFORMATION AND ONLINE APPLICATION:

Web: www.atg.wa.gov

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