

**CLASS TITLE: LICENSE INVESTIGATOR**

**Class Code: 02751500**  
**Pay Grade: 22A**  
**EO: E**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To perform field surveys and/or inspections of a technical nature in enforcing compliance with state laws and regulations for Motor Vehicle Dealers, to ascertain facts, obtain evidence and report violations or other findings; to explain the requirements of pertinent statutes and regulations to persons involved in such surveys and/or inspections; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the general supervision of a superior from whom assignments are received in broad outline; work is reviewed in progress and upon completion to insure conformance to provisions of pertinent laws, rules and regulations.

**SUPERVISION EXERCISED:** As required, supervises the work of clerical personnel assigned to assist on various projects.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To perform field surveys and/or inspections of a technical nature in enforcing compliance with state Motor Vehicle Dealer laws, rules and regulations including the following or such other activity as may be required.

To investigate complaints initiated by the public or law enforcement agencies, pertaining to the Motor Vehicle Dealer and the presentation of reports of findings to superiors for appropriate action.

To investigate first applications as received by the Dealers' License & Regulation Office for compliance of our minimum requirements such as:

Taking dimensions of building and lot display area; assessing the value of tools and equipment; ensuring that the business conducted on the property is primarily that of buying and selling motor vehicles; contacting business references as referred to the Dealers' License & Regulation Office by the applicants; examining records pertaining to proper zoning; documenting and reporting all findings to the Board; inspecting and reviewing dealers records in reference to written consumer complaints, and submitting a written report to the Board; monitoring dealers advertising on a daily basis in local newspaper or other media and reporting suspected violations to the Board: investigating and reporting to the Board, individuals suspected of selling motor vehicles without first obtaining a Dealer's License; pursuing delinquent renewals of surety bonds and Dealer

Licenses;

conducting informal hearings in an attempt to resolve complaints brought by consumers against the dealers; reviewing both initial and renewal applications for companies wishing to lease or rent motor vehicles.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A working knowledge of common business practice and effective methods of investigation; a working knowledge of the provision of the state Motor Vehicle Code; the ability to ascertain facts by personal contact and observation and examination of records; the ability to prepare clear and concise reports; the ability to establish and maintain effective working

relations in contacts with the public; the ability to understand and interpret new and used car warranties; and the ability to perform duties in an efficient manner; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a position investigating, evaluating and mediating matters that relate to Motor Vehicle Dealers.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

**SPECIAL REQUIREMENTS:** Must possess a valid motor vehicle operator's license issued by the State of Rhode Island and must maintain such license as a condition of employment.

Class Created: March 20, 1994

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