

EMPLOYMENT ANNOUNCEMENT



TITLE:	SENIOR CONSUMER FRAUDS REPRESENTATIVE OR CONSUMER FRAUDS REPRESENTATIVE TRAINEE
STATUS:	PERMANENT
BUREAU:	PLATTSBURGH REGIONAL OFFICE
LOCATION:	PLATTSBURGH
SALARY:	SEE BELOW

We are seeking talented and motivated support staff to work with our attorneys in the State's law firm. The selected candidate will be part of a fast-paced office, gaining experience while providing public service on behalf of the State of New York. The [Attorney General](#) serves the public interest of all New Yorkers in matters affecting their daily lives, enforcing laws to protect consumers, tenants, patients, workers, investors, and charitable donors. The office coordinates statewide civil and criminal investigations, promoting economic and social justice, encouraging harm-reducing public health strategies, and preserving the state's environment.

Careers with the State offer multiple benefits including **paid vacation leave (13+ days per year)**, sick leave, **paid State holidays off**, **health insurance** including vision & dental, entry into the **NYS retirement** (pension) system, education and training, eligibility for public student loan forgiveness, and **job stability with promotional opportunities**. Workplace flexibilities include multiple options for employees including **telecommuting** (up to two days per week) and alternative work schedules.

MINIMUM QUALIFICATIONS

NY HELPS:

This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS).

For the duration of the NY HELPS Program, this title maybe filled via a non-competitive appointment, which means no examination is required but all candidates must meet the minimum qualifications of the title for which they apply. At this time, agencies may recruit and hire employees by making temporary appointments. In May 2024, if a temporary NY HELPS employee is satisfactorily performing in the position, the appointment will be changed from temporary pending Civil Service Commission Action to permanent non-competitive and the official probationary period will begin.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded with all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

Non-Competitive Minimum Qualifications:

- **Senior Consumer Frauds Representative** (*PEF Salary Grade 17, current starting salary \$61,516, job rate \$78,307*):
A paralegal degree or paralegal certificate program or 60 semester credit hours and five years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.
- **Consumer Frauds Rep Trainee 2** (*NS Equated PEF Salary Grade 14, current starting salary \$52,198, job rate \$66,634*):
A paralegal degree or paralegal certificate program or 60 semester credit hours and three years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.
- **Consumer Frauds Rep Trainee 1** (*NS Equated PEF Salary Grade 13, current starting salary \$49,363, job rate \$63,169*):
A paralegal degree or paralegal certificate program or 60 semester credit hours and two years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.

Current NYS Employee: At least one year or more of permanent service as a Senior Consumer Frauds Representative or CFR Trainee and eligible for transfer. Successful completion of a two-year traineeship leads to appointment as a Senior Consumer Frauds Representative, SG-17.

DUTIES

- Review, analyze, and process complaints in the case management system (NYMatters) and determine disposition.
- Create and send written communication to complainants where appropriate with guidance and consultation of attorneys and supervisors.
- Identify patterns of fraud and violations of the law and escalate to a supervisor or the appropriate bureau or office.
- Compile and review reports for the bureau and ensure that assigned tasks are being completed promptly.
- Run queries to ensure that caseload is accurate.
- Communicate verbally via telephone and/or in person with members of the public providing guidance and/or resources where appropriate.
 - Document details of calls for tracking, training, and improvement purposes.
 - Transfer calls to the appropriate individual, bureau, or regional office.
 - Refer calls to the appropriate external agency or organization.
- Ensure calls are answered and messages are responded to promptly.
- Manage the bureau's consumer frauds shared mailbox.
 - Responsible for the daily organization and distribution of complaints and inquiries received.
 - Responsible for the timely distribution and escalation of email.
 - Ensure that the mailbox is current and there is no buildup or backlog.
 - Ensure that the complaints, inquiries, or documents received through both portals are properly assessed before distribution.
- Assist with creating and updating bureau-specific guides.
- Perform the necessary research when processing intakes, updating and/or creating guides, or when completing projects requested by upper management (ex. finding the correct name, address, or phone number for a company or individual; finding the appropriate agency for a subject matter; or finding statistics for a project).
- Assist with affirmative litigation.
 - Track deadlines.
 - Provide support with data entry and compilation (ex. create spreadsheets with consumer data, data obtained from other sources, etc.)
- Coordinate with other bureaus, regional offices, or agencies where appropriate.
 - Collaborating on affirmative cases/statewide initiatives with other Bureaus as requested
 - Participating in outreach activities (ex. Senior Centers, Homes Shows, Landlord/Tenant events. Etc.).
- Supervise interns:
 - Assist with hiring interns (review applications, interview candidates, contact references, and upload and submit documents to the hiring department, etc.)
 - Manage attendance and schedule of interns to ensure coverage and to ensure that deadlines are being met.
 - Train and assess interns.
 - Distribute assignments, meet with interns to provide guidance, and help resolve any work-related issues.
 - Compile and review workload reports with interns.
- Perform other duties as assigned.

HOURS

The agency's hours of operation are Monday through Friday, between 8:30 am and 5:00 pm (37.5 hours/week). Scheduling determinations are dependent upon the needs of each Bureau and will be communicated during interviews.

HOW TO APPLY

To apply, please submit a cover letter that **includes a statement describing how you meet the minimum qualifications**, resume and transcript to hr.recruitment@ag.ny.gov. Please be sure to include the Vacancy ID # and job title in the subject of your email.

*Candidates from diverse backgrounds are encouraged to apply.
The OAG is an equal opportunity employer and is committed to workplace diversity.*

POSTED APRIL 23, 2024