



Division of Regional Affairs
Nassau Regional Office - Mineola
Student Mediator
Reference No. NAS_PUGS_SUM_2023

Application Deadline is April 14, 2023*
2023 Summer Paid Placement for Undergraduate Students

The New York State Office of the Attorney General (OAG) is seeking an undergraduate student to serve as a student mediator with the [Nassau Regional Office](#) during the 2023 Summer Program. In addition to its other activities, the Nassau Regional Office's Consumer Frauds and Protection Unit prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices, and mediates thousands of complaints each year from individual consumers. A large percentage of these complaints are resolved satisfactorily through an informal mediation process. The student mediator is an integral part of this mediation process.

Student mediators act as consumer advocates in negotiating consumer complaints with merchants. Each student mediator is assigned a docket of consumer complaint files covering a broad range of consumer issues including retail sales, mail order transactions, credit transactions, telemarketing, warranty problems, home repair and automobiles.

The student is exposed to the Office's procedures and philosophy and deals directly with consumers and merchants to resolve the complaints. Students are taught interviewing techniques and will have the opportunity to develop analytical skills as they learn to focus on the underlying issues to reach a resolution of each complaint. While each complaint is reviewed by a member of our professional staff, the students typically exercise significant discretion and independent judgment. Consumer Representatives and attorneys supervise the students.

The selected student will also have the opportunity to assist attorneys with their affirmative investigations including but not limited to the following: document review and analysis; responding to discovery requests; interviewing witnesses; preparing spreadsheets; and performing some clerical work.

Summer Program Details

- **The format of this placement is hybrid or remote.** Please review the following for more information about both format options.
 - Students who are working in a hybrid placement may report to their designated workstation two or three (2-3) days per week. On the days student will be working remotely, they will need to have access to a reliable computer, a secure internet connection, a phone and a sufficiently quiet and private workspace to telework.
 - Students who are working a remote placement will telecommute for the duration of their placements. Students in this format must have access to a reliable computer, a secure internet connection, a phone and a sufficiently quiet and private workspace to telework.
- **To be eligible for a paid summer placement, applicants must be able to demonstrate they are full-time students in good academic standing as defined by their schools. Applications from students who will be starting college/university during the fall 2023 semester will not be considered.**
- Undergraduate students hired for the program will work full-time (37.5 hours/week) for the 8 weeks of the program. The program will run from June 5 – July 28, 2023. Students hired for the program must be available to work during these dates and for the entire 8 weeks of the program.
- Applications will be received online until **April 14, 2023**, and paid placement offers will be made on a rolling basis.*

- Undergraduate students will be hired as student assistants and paid the hourly rate of \$16.24.
- Applicants must be available to meet by video conference for interviews.
- U.S. citizenship and New York State residency are not required, but applicants must be eligible to be employed in the U.S.

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

HOW TO APPLY

The following section provides detailed information about the application process and application requirements. Please review the complete list of instructions prior to preparing and submitting your application materials online.

- Applications for summer placements are being received online. To apply, please click on the following link: [NAS PUGS SUM 2023](#)
- Please apply to **no more than three (3)** bureaus/regional offices.
- Applications are submitted separately for each bureau/regional office, and an applicant's candidacy for each application is determined separately by each bureau/regional office.
- The application deadline is **April 14, 2023**, but please be advised paid placements will be filled on a rolling basis.
- **The following four (4) documents are required for each application that is submitted:**
 1. **Cover Letter**
 - You may choose to address to the Legal Recruitment Unit, 28 Liberty Street, New York, NY, 10005.
 - Indicate why you are interested in a placement with the OAG and what makes you a strong candidate.
 - Please indicate your format preference: hybrid or remote.
 2. **Resume**
 - Ensure your resume is complete and current prior to submitting your application.
 3. **List of three (3) references.**
 - Submit only professional (i.e., supervisor or professor) references.
 - Indicate the nature and duration of your relationship to each reference.
 - Include contact information and email addresses for each reference.
 - Please note, your references will not be contacted until after you interview for the placement.
 4. **Writing Sample**
 - Select a sample from an assignment you prepared for school that demonstrates your ability to analyze and organize information into an effective document.
 - We recommend submitting a sample that is 5-10 pages in length.
- **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please submit your application for a summer placement at least three (3) weeks prior to any deadlines that could impact your candidacy and note this in your cover letter.
- Please allow at least three (3) weeks for your application to be processed and reviewed by the hiring bureau/regional office. You may submit an application status request [by clicking here](#).

If you have questions about a placement with the OAG, the application process or need assistance with submitting your application, please contact Legal Recruitment via email at recruitment@ag.ny.gov.