



**Division of Regional Affairs  
Rochester Regional Office  
Student Mediator**

**Reference No. ROC\_PUGS\_SUM\_2023**

**Summer Paid, Part-Time Placement for Undergraduate Students**

**Application Deadline is April 14, 2023\***

The Rochester Regional Office is seeking undergraduate students to serve as student mediators for pay during the summer from mid-May through mid-August. The office prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices. In addition to litigating, the office mediates thousands of complaints each year from individual consumers. The students will mediate individual complaints filed by consumers against businesses, answer inquiries from the public on a variety of topics, and support investigations into larger patterns of fraud or illegality.

Mediation is an informal process where we act as a neutral third party and attempt to assist consumers and businesses in resolving disputes on a voluntary basis. A large percentage of these complaints are resolved satisfactorily through this process. The student will be assigned a docket of 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 students will learn interviewing techniques and have the opportunity to develop analytical skills. While each complaint is reviewed by an employee, the student typically exercises significant discretion and independent judgment. Professional staff and attorneys are always available to answer questions. The position affords the student an unusual degree of responsibility and requires the student to display excellent judgment.

Student mediators also answer phone inquiries from the public. When the call is related to a consumer matter, the student will assist the caller in filing a complaint and explaining our mediation program. We also receive calls on a range of topics that are not appropriate for our mediation program. In those instances, the students will help those callers find the best assistance possible elsewhere. Extensive and ongoing phone training is provided, and students receive support and coaching from permanent staff. Students develop excellent communication skills, including effectively and productively handling conversations with dissatisfied callers.

Applicants must be articulate, analytical, creative and organized. No specific experience is required.

## **Placement Details**

- **This is a hybrid placement, which means students must be available to report to the Rochester Regional Office located at 144 Exchange Blvd in Rochester, NY (2) days per week.** On the days students 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.
- **Applications from students starting their first year of college/university during the 2023-24 academic year will not be considered.**
- **To be eligible for a paid placement, applicants must be able to demonstrate they are full-time undergraduate students in good academic standing as defined by their schools.**
- Applicants must be available to work 15 hours per week during regular business hours for the summer term (mid-May through mid-August). Students who are available to continue working during the 2023 fall semester are preferred. *Please be advised that reappointment for additional semesters/terms is possible but neither*

*automatic not guaranteed.*

- The selected candidate will be hired as a student assistant and paid hourly at the undergraduate student rate, which is \$15.00.
- U.S. citizenship and NYS residency are not required, but applicants must be eligible to be employed in the U.S.
- Applications will be accepted online and this placement will be filled on a rolling basis.\*
- Applicants must be available by video conference for interviews.
- Applicants are encouraged to learn more about the OAG prior to submitting their applications by visiting the [Divisions and Bureaus](#) and [Media](#) sections of the OAG website.

**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 paid placements are being received online. To apply, please click on the following link: [ROC PUGS SUM 2023](#)
- **The following four (4) documents are required for each application that is submitted:**  
(Click on the document name to learn more)
  1. **Cover Letter**
    - You may 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.
    - Indicate your availability and preferred work schedule.
  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**
    - You may choose to submit a paper that you completed for school or a writing sample that you produced during an internship or externship.
    - Submit a sample that demonstrates your ability to analyze and organize information into an effective document.
- **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please submit your application for a spring 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](mailto:recruitment@ag.ny.gov).