



Division of Economic Justice

Consumer Frauds & Protection Bureau - New York City

Student Mediator

Reference No. CFP_PUGS_2023

Application Deadline is June 16, 2023*

Paid, Remote Placement for Undergraduate Students

The [Consumer Frauds and Protection Bureau](#) is seeking undergraduate students to serve as student mediators for pay. The Bureau prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices.

In addition to litigating, the Bureau 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 is an integral part of this mediation process.

Students are given the title of "Mediators" and act as consumer advocates in negotiating consumer complaints with merchants. Each mediator is assigned a number 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 student mediator is exposed to the Office's procedures and philosophy and deals directly with consumers and merchants to resolve complaints. Student mediators 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 student mediator typically exercises significant discretion and independent judgment. Professional staff and attorneys are always available to answer questions. The position gives students an unusual degree of responsibility and requires them to display excellent judgment.

Placement Details

- **This is a remote placement.** Students in this placement format must have access to a reliable computer, a secure internet connection, a phone and a sufficiently quiet and private workspace to telework.
- **Applications from students entering their first year of college/university during the 2023 fall semester 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 per week during regular business hours for the summer (June-August). Students who are available to work during the upcoming academic year are strongly preferred. Please be advised rehire for an additional term is neither automatic nor guaranteed.
- The selected candidate will be hired as a student assistant and paid hourly at the undergraduate student rate, which is \$16.24.
- 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 are being received online. To apply, please click on the following link: [CFP PUGS 2023](#)
- 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 **June 16, 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.
 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 3-6 pages in length.
- **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please submit your application for this placement at least three (3) weeks prior to any deadlines that could impact your candidacy and note this in your cover letter.

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.