



## Division of Regional Affairs

### Buffalo Regional Office

#### Student Mediator

Reference No. BUF\_PUGS\_2024\_2

### Application Deadline is April 26, 2024\*

**Paid, Part-Time Placement for Undergraduate and Graduate Students**

The Buffalo Regional Office is seeking undergraduate and graduate students to serve as student mediators for pay. 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. **Applicants must have availability starting in June 2024.**

Mediation is an informal process where the OAG acts as a neutral third party and attempts 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.

Students learn interviewing techniques and 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.

Students may have the opportunity to support law enforcement investigations and actions. Please be advised that opportunities to assist with this work will vary depending on the Office's caseload and the nature of the cases currently being handled. Students will also summarize consumer complaints, complete data entry, review business documents, and perform online research assignments. To successfully complete these tasks, students must be very detail oriented.

### Placement Details

- **This placement requires in-office work. REMOTE WORK IS NOT AN OPTION FOR THIS PLACEMENT.** Therefore, applicants must be available to report to 350 Main Street, Buffalo, NY on their scheduled workdays.
- **To be eligible for a paid placement, applicants must be able to demonstrate they are full-time undergraduate or graduate students in good academic standing as defined by their schools.** Applications from students who are starting college/university during the 2024 fall semester will not be considered.
- Applicants must be available to work 15-30 hours per week during regular business hours for at least the summer term (June-August).
- Students who are available to continue working during the full 2024-25 academic year are strongly preferred. Please be advised reappointment for additional semesters/terms is possible but neither automatic nor guaranteed.

- The selected candidate will be hired as a student assistant and paid hourly at either the undergraduate student rate, which is \$15.45 or the graduate student rate, which is \$17.04.
- U.S. citizenship and New York State residency are not required, but applicants must be eligible to be employed in the U.S.
- Applicants must be available by video conference OR **in-person** for interviews.
- Applications will be received online until **April 26, 2024**, and paid placement offers will be made on a rolling basis.\*
- Applicants are encouraged to learn more about the OAG prior to submitting their applications by visiting the [Divisions and Bureaus](#) and [Press Releases](#) sections of the OAG's 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 this placement must be submitted online. To apply, please click on the following link: [BUF PUGS 2024 2](#)
- The application deadline is **April 26, 2024**, but placement offers will be made on a rolling basis.\*
- **The following four (4) documents are required for each application that is submitted:**
  - 1. Cover Letter**
    - You may address your letter to the Legal Recruitment Unit.
    - 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.
    - For each reference, indicate the nature and duration of your relationship.
    - Include contact information and email addresses for each reference.
    - Please note that 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.
    - 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 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](mailto:recruitment@ag.ny.gov).