



**Division of Regional Affairs
Rochester Regional Office
Student Mediator
Reference No. ROC_PUGS_FALL_2024**

**Application Deadline is October 4, 2024*
Paid, Part-Time Placement for Undergraduate Students**

The [Rochester Regional Office](#) is seeking undergraduate 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 immediate availability.**

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 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 placement requires in-office work. On their scheduled workdays,** the selected students must be available to report to the Rochester Regional Office located at 144 Exchange Blvd in Rochester, New York.
- **To be eligible for a paid 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 started college or university during the 2024-25 academic year will not be considered.**
- Applicants must be available to work 15 hours per week during regular business hours for at least the fall semester. Student who are available to work the full academic year are strongly preferred. *Please be advised that reappointment for additional semesters/terms is possible but neither automatic nor guaranteed.*
- The selected candidate will be hired as a student assistant and paid the hourly rate of \$15.91.
- Applications will be accepted online until **October 4, 2024**, and this position will be filled on a rolling basis.*
- U.S. citizenship and New York State residency are not required, but applicants must be eligible to be employed in

the U.S.

- 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 this placement must be submitted online. To apply, please click on the following link:
[ROC PUGS FALL 2024](#)
- **The following four (4) documents must be submitted with your application:**
 - 1. Cover Letter**
 - You may address your letter to the Legal Recruitment Unit.
 - Indicate your availability and preferred work schedule.
 - Indicate why you are interested in a placement with the OAG and what makes you a strong candidate. You may wish to include information about what life experiences you will bring to the position that will enhance the OAG's ability to better serve the diverse population of this state.
 - 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.
 - If needed, please include a cover page providing the reviewer with any relevant background information or context.
- **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.