



**Regional Offices Division  
Plattsburgh Regional Office  
Student Mediator  
Reference No. PLA\_PUGS\_2025**

**Part-Time, Paid Placement for Undergraduate Students | Application Deadline is August 1, 2025\***

The [Plattsburgh Regional Office](#) (RO) is seeking an undergraduate student to serve as a student mediator for pay. The RO prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive, or illegal trade practices. In addition to litigating, the office mediates complaints from individual consumers. The student will assist the Consumer Frauds Representative and Affirmative Assistant Attorney General with mediating individual complaints filed by consumers against businesses, answering inquiries from the public on a variety of topics, and supporting investigations into larger patterns of fraud or illegality. **Applicants must have availability starting in August 2025.**

Mediation is an informal process where 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 assist with a docket of complaint files covering a broad range of consumer issues including landlord/tenant issues, retail sales, mail order transactions, credit transactions, telemarketing, warranty problems, home repair, and automobiles.

The student will learn interviewing techniques and develop analytical skills. While each complaint is reviewed by an employee, the student typically assists displaying significant discretion and judgment. Professional staff and attorneys are always available to answer questions. The position affords the student an opportunity to collaboratively manage this important responsibility.

The student mediator may also answer phone inquiries from the public. When the call is related to a consumer matter, the student may 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 student may help those callers find the best outside assistance possible. Extensive and ongoing phone training is provided, and the student will receive support and coaching from permanent staff. The student mediator will develop excellent communication skills, including effectively and productively handling conversations with dissatisfied callers.

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

**Placement Details**

- The format of this placement requires availability for in-office work. Therefore, the selected student must be available to report to OAG's office located at 43 Durkee Street, STE 700, Plattsburgh, NYC several days per week during regular business hours.
- **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.** Applications from students who are starting college/university during the 2025-26 academic year will not be considered.
- Applicants must be available to work 15-30 hours per week during regular business hours.

- Students who are available to work the full 2025-26 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 hourly at the undergraduate student rate, which is \$16.39.
- United State (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 OAG bureaus and regional offices prior to submitting their applications by reviewing information that is available on the [public 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:

### [PLA PUGS 2025](#)

- 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.
- \*Applications are accepted online until **August 1, 2025**, and paid placement offers are made on a rolling basis.

- **The following four (4) documents are required for your application:**

*Your documents should reflect your own work product. Once submitted, you will not be able to access or edit your application. Therefore, we strongly encourage you to have someone review/proofread your documents ahead of submitting your application online.*

#### 1. Cover Letter

- You may address your letter to the Legal Recruitment Unit.
- Indicate why you are interested in a placement with 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 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. Reference List

- Submit a list of three (3) professional references (i.e., supervisor or professor).
- For each reference, indicate the nature and duration of your relationship.
- Include contact information and email addresses for each reference.
- We do not conduct reference checks until after you interview for a 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.**
- If a bureau wishes to schedule an interview, they will contact you directly to arrange this meeting.

**If you have questions about a placement with 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).