



Division of Economic Justice
Consumer Frauds & Protection Bureau - New York City
Student Mediator
Reference No. CFB_PUGS_FALL_2025

Paid, Part-Time Placements for Undergraduate Students | Application Deadline is September 12, 2025*

The Office of the New York State Attorney General's (OAG) [Consumer Frauds and Protection Bureau](#) is seeking undergraduate students to serve as student mediators for pay in its Lower Manhattan office. 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 OAG's procedures and philosophy and interact 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 for 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

- **The format of this placement is hybrid.** Students report to their designated workstation two or three (2-3) days per week. On the days students work remotely, they need a reliable computer, a secure internet connection, a phone, and a sufficiently quiet and private workspace to telework.
- **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 will be starting college/university during 2025-26 academic year will not be considered.**
- Applicants must be available to work 15-30 hours per week during regular business hours. We are seeking applicants who are available to work during fall and spring terms. *Please be advised rehire for an additional term is possible but neither automatic nor guaranteed.*
- The selected undergraduate student will be hired as a student assistant and paid hourly at the undergraduate student rate, which is \$17.75.
- *Applications are accepted online until **September 12, 2025**, and paid placement offers are made on a rolling basis.
- United States (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 visit the following website:

[CFB PUGS FALL 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 **September 12, 2025**, and placement offers are made on a rolling basis.
- **The following four (4) documents must be submitted with 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 choose to 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.
- Please note that your references will not be contacted until after you interview for the placement.

4. Writing Sample

- Submit a paper completed for school or a writing sample that was prepared for a job or during an internship/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.