

EMPLOYMENT ANNOUNCEMENT



TITLE: SENIOR CONSUMER FRAUDS REPRESENTATIVE OR TRAINEE

STATUS: PERMANENT

BUREAU: CONSTITUENT SERVICES

LOCATION: ALBANY

SALARY GRADE (SG): SEE BELOW

We are seeking talented and motivated support staff to work with our attorneys in the State's law firm. The selected candidate will be part of a fast-paced office, gaining experience while providing public service on behalf of the State of New York. The [Attorney General](#) serves the public interest of all New Yorkers in matters affecting their daily lives, enforcing laws to protect consumers, tenants, patients, workers, investors, and charitable donors. The office coordinates statewide civil and criminal investigations, promoting economic and social justice, encouraging harm-reducing public health strategies, and preserving the state's environment.

Careers with the State offer multiple benefits, including **paid vacation leave (13+ days per year)**, sick leave, **paid State holidays off**, **health insurance** including vision & dental, entry into the **NYS retirement** (pension) system, education and training, eligibility for public student loan forgiveness, and **job stability with promotional opportunities**. Workplace flexibilities include multiple options for employees, including **telecommuting** (up to two days per week) and alternative work schedules.

MINIMUM QUALIFICATIONS

NY HELPS:

This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS).

For the duration of the NY HELPS Program, this title may be filled via a non-competitive appointment, which means no examination is required but all candidates must meet the minimum qualifications of the title for which they apply.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded with all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

NON-COMPETITIVE QUALIFICATIONS:

- **Senior Consumer Frauds Representative** (*PEF SG 17, current starting salary \$63,361, job rate \$80,655*)
A paralegal degree or paralegal certificate program or 60 semester credit hours and five years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.
- **Consumer Frauds Representative Trainee 2** (*PEF NS Equated SG 14, current starting salary \$53,764, job rate \$68,630*)
A paralegal degree or paralegal certificate program or 60 semester credit hours and three years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.
- **Consumer Frauds Representative Trainee 1** (*PEF NS Equated SG 13, current starting salary \$50,844, job rate \$65,061*)
A paralegal degree or paralegal certificate program or 60 semester credit hours and two years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.

OTHER WAYS TO QUALIFY:

Reachable on the Department of Civil Service Eligible list for Consumer Frauds Representative Trainee 1.

OR

Eligible for a lateral transfer under 70.1 of the Civil Service Law by having one year of permanent competitive service as a Collection & Civil Prosecution Specialist 2.

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, the candidate must be enrolled in the Civil Service 55b/c program and meet the minimum qualifications listed above.

DUTIES

- Manage complaint inquiry process
 - Review and analyze complaints and ensure that they are processed appropriately in the agency's case management system (NYMatters) and assist staff in determining disposition.
 - Create and send written communication to complainants or constituents where appropriate.
 - Identify patterns of fraud and violations of the law; and escalate to senior management, or, where appropriate, to other bureaus or offices.
 - Process inquiries and complaints received through all channels and complete independent determinations on their disposition.
 - Provide guidance to frontline staff on complaint handling.
 - Perform the necessary research when processing intakes.
 - Escalate inquiries and complaints where appropriate.
- Data management
 - Gather, compile, and review data and provide detailed report/analysis using Excel or other software.
 - Review reports to identify gaps in intake processing and make appropriate recommendations.
 - Review reports with frontline staff and student assistants to ensure that tasks are being handled promptly and efficiently, and to identify high-risk areas (ensure the work is being evenly distributed and backlogs are not accumulating in any area).
 - Provide management with copies of reports to show progress.
 - Provide reports to other bureaus or regional offices when appropriate (e.g., buildup of transfers, etc.)
 - Respond to request filed under the Freedom of Information Law (FOIL).
 - Archive paper files in the agency's Paper Archive Management (PAM) system and send files to storage facility.
- Manage OAG call and visitor's center
 - Communicate verbally in-person or via telephone with members of the public, providing guidance and up-to-date resources where appropriate.
 - Assist consumers/constituents in filing appropriate complaints.
 - Document and track call details and maintain and update call log as appropriate.
 - Monitor agents' calls to identify efficiencies and inefficiencies in the handling of calls, examine tools and methods being used, and make recommendations to improve training or add tools that will enable a better caller experience.
 - Assist in monitoring call center lines to ensure calls are handled promptly. Provide guidance or assistance where appropriate.
 - Provide appropriate training to frontline staff on appropriate call handling to bureau and agency-wide staff where appropriate.

- Assist in creating or updating training materials and guides.
- Assist frontline staff in handling difficult callers where appropriate.
- Escalate calls to the appropriate individual, bureau, or regional office, or refer to the appropriate external agency or organization.
- Manage shared mailboxes and mail log for CSB and other bureaus
 - Assist in managing the bureau's shared mailbox and other electronic sources.
 - Review, organize, and distribute complaints and inquiries received to staff for further processing.
 - Forward emails in a timely manner to the appropriate individual, bureau, or regional office.
 - Escalate emails to Exec. And Intergov, where appropriate
 - Ensure that the mailbox and mail log are current and there is no buildup or backlog.
 - Ensure that the complaints, inquiries, or documents received through both portals are properly assessed before distribution.
- Update and/or create workflow processing procedures
 - Perform the necessary research when updating and/or creating guides, or completing projects requested by upper management (ex., finding the correct name, address, or phone number for a company or individual; finding the appropriate agency for a subject matter; or finding statistics for a project).
 - Coordinate with other bureaus, regional offices, or agencies where appropriate (ex., collaborating to create staff training or communicating with an outside agency about a complaint received that requires additional assessment).
 - Assist with updating bureau-specific guides (ex., SOPs, processing guides, agency guides developed by the bureau, bureau-specific training guides, etc.) using MS Office products to perform updates.
 - Compiles educational pamphlets for dissemination.
- Supervise frontline staff and student assistants
 - Assign tasks to frontline staff and student assistants.
 - Assist with hiring student assistants (review applications, interview candidates, contact references, and upload, submit documents to the hiring department, etc.)
 - Manage attendance and schedule of frontline staff and student assistants to ensure coverage, and to ensure that deadlines are being met.
 - Develop and provide training and assessment for frontline staff and student assistants.
 - Distribute assignments and meet with frontline staff and student assistants to provide guidance and help resolve any work-related issues.
 - Work with Human Resources, aiding with payroll-related activities as needed. Report any issues to senior managers.
 - Assist in submitting invoices and receipts to Budget department as needed.
- Engage in outreach events as requested/required.
- Perform other duties as assigned.

HOURS

The agency's hours of operation are Monday through Friday, between 8:30 a.m. and 5:00 p.m. (37.5 hours/week). Scheduling determinations depend on the needs of each Bureau and will be communicated during interviews.

ADDITIONAL COMMENTS

For new State employees appointed to graded positions, the annual salary is the hiring rate (beginning of the Salary Range) of the position. Promotion salaries are calculated by the NYS Office of the State Comptroller (OSC) in accordance with NYS Civil Service Law, OSC Payroll rules and regulations, and negotiated union contracts.

The Office of the NYS Attorney General (OAG) cannot provide sponsorship for work authorization. Candidates need to

be authorized to work in the United States to be employed by this agency. It is incumbent upon employees to maintain work authorization for the duration of their employment with the OAG. This agency does not participate in E-Verify for work authorization purposes.

HOW TO APPLY

In your submission, you must provide sufficient information to determine from your resume and/or cover letter that you meet the minimum qualifications stated above. If a certificate or degree is required to demonstrate that you meet the minimum qualifications, you must provide proof that you hold the required certificate or degree. To apply, please send your resume, cover letter, and a copy of your degree/transcript (if applicable) to HR.Recruitment@ag.ny.gov. Be sure to include the Vacancy # and Title of the position in the subject heading of your email. Candidates from diverse backgrounds are encouraged to apply. The OAG is an equal opportunity employer and is committed to workplace diversity. The Office of the NYS Attorney General provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify us at HR.Recruitment@ag.ny.gov or (518) 776-2500.

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