

EMPLOYMENT ANNOUNCEMENT



TITLE: SENIOR CONSUMER FRAUDS REPRESENTATIVE OR TRAINEE

STATUS: CONTINGENT PERMANENT

BUREAU: HEALTH CARE

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

Consumer Fraud Representatives at the OAG mediate consumer complaints of fraud, perform field investigations and activities related thereto, and conduct consumer education and outreach programs to provide individuals with information regarding their rights under Consumer Protection Law. Duties may include, but are not limited to, the following:

Processes consumer inquiries and formal complaints:

- Assigns clerical and student support staff to receive and answer initial walk-in and telephone customer intake questions.
- Compiles informational material for use by staff and for distribution to callers and visitors.
- Evaluates all incoming correspondence directed to the Consumer Assistance Section, identifies proper jurisdiction, and assigns routine correspondence to support staff.
- Responds to inquiries, informs consumers of their legal rights, advises them of complaint filing procedures, or refers them to other government or private agencies.
- Appraises formal written consumer complaints and distributes routine cases to student intern mediators.
- Responds to requests filed under the Freedom of Information Law (FOIL).
- Interviews complainants and third parties to obtain any necessary additional information.
- Interviews respondents for their versions of events under dispute.
- Completes independent determinations on disposition of complaint.
- Coordinates mutually satisfactory resolutions for complainants and respondents.
- Recommends litigation when a violation exists, and mediation has been unsuccessful.

Assist attorneys with prosecution of consumer fraud cases:

- Assembles, labels, catalogs, and arranges evidence for trial.
- Interviews witnesses and prepares trial memoranda.
- Coordinates prosecution with law enforcement agencies.
- Answers inquiries from defendants, third parties, and their authorized representatives.
- Arranges, files, and tracks associated court documents.
- Attends hearings, drafts questions for attorney, presents testimony, and evaluates transcript of proceedings.
- Monitors judgments, disburses restitution monies, and closes case files.
- Supervises student intern mediators.
- Participates in the recruitment and selection of student intern candidates.
- Trains student intern mediators in managing walk-in and telephone customer intake, and how to counsel callers on appropriate responses to their concerns and the complaint cases.
- Delegates routine consumer complaints to student intern mediators.
- Monitors workflow and reviews case recommendations.
- Evaluates intern work performance, identifies areas in need of improvement, disseminates results with employees, and recommends retention or discharge to Assistant Attorney General-in-Charge.

Administers field investigation and consumer outreach program:

- Posing as a customer, conducts undercover visits to businesses that have been generating complaints and prepares reports on findings.
- Monitors business advertisements for fraud and refers questionable representations to attorney for review.
- Advises businesses wishing to comply with consumer protection laws.
- Compiles educational pamphlets for dissemination to libraries, civic groups, and individuals.
- Administers consumer surveys.
- Lectures on consumer issues and joins in community forums, trade shows, exhibitions, and radio interviews.
- Answers media inquiries referred by the Public Relations Office.
- Compiles reports for publication describing noteworthy case decisions.
- 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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