

## EMPLOYMENT ANNOUNCEMENT



**TITLE: SENIOR CONSUMER FRAUDS REPRESENTATIVE OR TRAINEE**

**STATUS: CONTINGENT PERMANENT**

**BUREAU: ROCHESTER REGIONAL OFFICE**

**LOCATION: ROCHESTER**

**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.

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## DUTIES

Consumer Fraud Representatives at the OAG respond to constituent inquiries and formal complaints, manage a voluntary consumer mediation program, investigate possible violations of law, support enforcement actions, and engage in community outreach and engagement with community partners. Duties may include, but are not limited to, the following:

*Responds to constituent inquiries and formal complaints:*

- Oversees the handling of constituent walk-in and phone inquiries.
- Speaks with constituents directly as needed.
- Compiles informational material for distribution to callers and visitors. Evaluates all incoming correspondence directed to the Consumer Assistance Section and determines how to respond, including assigning complaints for mediation, referring them to other OAG bureaus or external agencies, and sending informational literature.
- Flags complaints that may indicate a pattern of fraud or illegality for possible enforcement action.

*Manages a voluntary consumer mediation program:*

- Trains student interns on mediation, including file management, gathering information, analyzing disputes, assessing resolutions, and responding to dissatisfied individuals.
- Supervises interns and assists them in their professional development.
- Provides opening mediation instructions, reviews the outcomes of files, and gives other guidance as needed.
- Flags mediation matters with possible violations of law for review by attorneys.
- Personally mediates complaints of particular interest.
- Monitors and audits mediation program.

*Investigates possible violations of law, supports enforcement actions:*

- Becomes familiar with consumer protection laws our office enforces.
- Reports on patterns of complaints and potential violations of law.
- Interviews complainants and third parties to obtain any necessary additional information.
- Gathers and organizes evidence to support investigations, which may include doing online research, requesting documents from government agencies, or organizing subpoenaed documents.
- Analyzes evidence and summarizes findings in spreadsheets and/or in writing as appropriate.
- Occasionally performs undercover work, including posing as a consumer on a phone call or in the field.
- Coordinates with/communicates updates to agencies, organizations, consumers, and other involved parties.
- Drafts affidavits as needed.
- Occasionally attends negotiation meetings with targets or court proceedings.
- Assists with document preparation related to settlements and court filings.

- Performs post-enforcement activities such as monitoring businesses and distributing restitution to consumers.
- Opens, maintains, closes, and audits investigation and litigation matters in our database.

*Engages in community outreach.* Outreach events are sometimes held on evenings or weekends:

- Attends tabling events to answer questions and distribute educational literature, generally at events organized by elected officials or non-profit organizations; availability for in frequent but occasional evening or weekend timeslots.
- Delivers presentations on scam prevention, identity theft, and other consumer topics to small community groups such as senior centers or rotary clubs.
- Attends listening sessions or other meetings held with community partners to learn about topics of concern in the community.
- Develops and maintains relationships with community partners and elected officials, assisting them in addressing specific concerns and advising them of our possible role in the matters concerned.

*Supervises and/or trains consumer frauds support staff:*

- Interviews prospective student mediators and completes hiring packets.
- Supervises all of the interns' responsibilities, including mediation, phone calls, enforcement support, and clerical tasks.
- Regularly audits intern work performance, provides performance feedback, and supports continued development.
- Trains clerical staff as their work relates to affirmative cases.
- Oversees special projects assigned to clerical staff.

*Administrative tasks:*

- Manages hard copy documents' organization and retention
- Responds to requests filed under the Freedom of Information Law (FOIL)
- Generates reports as needed

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.

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## **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.

## **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](mailto:HR.Recruitment@ag.ny.gov). Be sure to include the Vacancy #217082 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](mailto:HR.Recruitment@ag.ny.gov) or (518) 776-2500.

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**Posted May 29, 2026**