Executive Division
Constituent Services Bureau—Albany
Student Assistant
Reference No. CSB_ALB_PUGS_2026

Paid, Part-Time Placements for Undergraduate Students | Application Deadline is December 4, 2026*

The Office of the New York State Attorney General's (OAG) Constituent Services Bureau (CSB) is seeking a talented undergraduate student for a paid placement. The selected student will play an integral role in the review and processing of documents and will be entrusted with determining next steps in the handling of records. ***Students must have immediate availability.***

The CSB is one of the primary points of public contact for OAG and serves as a vital liaison for resources and information between the office and members of the public. The CSB team receives thousands of phone and email inquiries each year which must be analyzed, responded to and/or correctly routed to the legal bureaus. All inquiries are entered into OAG's case management system (CMS). A significant proportion of these inquiries are addressed by other departments through their respective complaint mediation programs; some may be related to ongoing inquiries or matters; and others may be referred out to other government agencies for further review and processing.

Please be advised that the CSB supports the work of the legal bureaus but does not itself engage in legal casework.

Duties:

- Support the daily operations of the CSB;
- Review written inquiries (emails, regular mail, online complaints, transferred records, etc.);
- Enter written communications into OAG's CMS;
- Research intakes and correctly route;
- Scan and upload documents into the CMS; and
- Update and help to create CSB reference guides and other materials.

Qualifications:

- Demonstrates a highly professional and customer-focused attitude/approach;
- Highly organized and detail oriented;
- Able to assimilate new information readily;
- Strong interpersonal and verbal communication skills;
- Manage and prioritize multiple, time-sensitive tasks simultaneously;
- Proficiency in Word, Excel, Outlook, and other MS Office programs is required; and
- Adaptable and flexible, must work well in a highly dynamic environment.

Placement Details:

- **The format of this placement is hybrid.** Students report to their designated workstation at 146 State Street in Albany 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.
- **At the time students receive and accept a paid placement offer, they must provide written documentation demonstrating they are full-time students in good academic standing as defined by their schools. Applications from students who are starting college/university during the 2026-27 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 the winter and spring terms. Applicants who are available to

continue working during the summer are preferred. *Please be advised rehire for additional 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 $17.13.
- *Applications are accepted online until **December 4, 2026**, 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.

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. You will be unable to edit or amend your application after it has been submitted.

- Applications for this placement must be submitted online. To apply, please click the following link:

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- 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 **December 4, 2026**, 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 thoughts/work product in text that was written by you. Do not use artificial intelligence (AI) to generate application documents. 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 2-4 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.

The OAG provides reasonable accommodations for applicants with disabilities. If you have questions regarding a position with OAG, the application process, or need assistance with submitting your application, please contact Legal Recruitment via email at recruitment@ag.ny.gov or phone at 212-416-8080.

For more information about OAG, please visit our website: ag.ny.gov