Division of Economic Justice
Consumer Frauds & Protection Bureau - New York City
Student Mediator Undergraduate Externship
Reference No. CPB_NYC_EXT_FA/SP_2019-20

The ConsumerFrauds and Protection Bureau has externships available during the 2019-20 academic year for undergraduate students in its New York City office. The Bureau prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices. Interested students must be receiving course credit for their work at the OAG as part of an independent study or externship program.

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 is exposed to the Office’s procedures and philosophy and deals directly with consumers and merchants to resolve complaints. Students 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 of each complaint. While each complaint is reviewed by a member of our professional staff, the student 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.

At the time of hire, students are required to provide written confirmation from their schools indicating their acceptance into an externship program or an approved independent study. Additionally, this confirmation must indicate the appropriate externship contact at their school along with the parameters of the placement, including the employer’s responsibilities and the required minimum/maximum work hours to be completed. U.S. citizenship and NYS residency are not required.

**Candidates from diverse backgrounds are encouraged to apply.**
**The OAG is an equal opportunity employer and is committed to workplace diversity.**

**HOW TO APPLY**

Applications are being received online. To apply, please click on the following link: CPB_NYC_EXT_FA/SP_2019-20

Applicants will be taken to the online application page and must be prepared to submit a complete application consisting of the following:

- **Cover Letter**
  - You may address to Legal Recruitment.
  - Indicate in your cover letter whether there are any deadlines related to your candidacy.
  - Please indicate your availability.

- **Resume**

- **List of three (3) references.**
  - Only submit professional (i.e., supervisor or professor) references.
  - Indicate your professional relationship to each reference.
  - Include contact information and email addresses for each reference.

- **Transcript**
  - Unofficial transcript is acceptable.

- **Writing Sample**
  - Submit any piece of writing that demonstrates your ability to communicate and analyze information in a clear
and concise manner, as well as your grammatical skills. Writing that exemplifies analysis pertaining to a scientific or environmental issue is preferred.

♦ Failure to submit a complete application will delay the consideration of your candidacy.

If you have questions about a position with the OAG, the application process or need assistance with submitting your application, please contact the Legal Recruitment via email at recruitment@ag.ny.gov.