Division of Economic Justice
Consumer Frauds & Protection Bureau - New York City
Student Mediator *(Paid Part-Time Undergraduate Student Internship)*
Reference No.  CPB_NYC_PUGS_FA/SP_2019-20

The Consumer Frauds and Protection Bureau is seeking undergraduate students to serve as student mediators for pay in its lower Manhattan office. The Bureau prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices.

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 intern is an integral part of this mediation process.

Interns 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 intern is exposed to the Office's procedures and philosophy and deals directly with consumers and merchants to resolve complaints. Interns 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 intern 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.

Applicants must be articulate, analytical, imaginative and organized. No specific experience is required. The candidate selected for this position must be eligible to be employed in the U.S. and a full-time undergraduate student in good academic standing, as defined by their school. The selected candidate will be hired as a student assistant at the rate of $15.00/hour for a minimum of two (2) days/15 hours per week. Candidates must be available to work during the fall AND spring semesters.

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_PUGS_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.

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.