



Division of Administration

Constituent Services Bureau – New York

Fall 2020 Paid Placement (*Paid, Part-Time Placement for Undergraduate Students*)

Reference No. CSB_NYC_PUGS_FALL_2020

The New York State Office of the Attorney General's Constituent Services Bureau (CSB) is seeking a talented undergraduate student for a paid, part-time placement this fall. The selected student will play an integral role in reviewing and determining next steps in the processing and transferring of documents to departments for further handling. ***Due to the ongoing COVID-19 pandemic, we will be hosting an exclusively remote fall program***

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

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

Duties include, but are not limited to the following:

- Support the daily operations of the CSB;
- Review written inquiries (emails, transferred records);
- Enter communications into the agency's case management system;
- Research cases to correctly route or process;
- Scan and upload documents; and
- Update and 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.

Position Details

- **Applications from students entering their first year of college/university will not be considered.**
- Applicants must be available to work 15 hours per week during regular business hours for 10-12 weeks.
- The selected candidate will be hired as a student assistant at the hourly undergraduate student rate of

\$15.00.

- Applications will be accepted online and this position will be filled on a rolling basis.
- Applicants must be available by video conference for interviews.
- Applicants must be eligible to be employed in the U.S.
- To be eligible, applicants must be full-time undergraduate students in good academic standing as defined by their schools.
- Applicants are encouraged to learn more about the OAG prior to submitting their applications by visiting the [Divisions and Bureaus](#) and [Media](#) sections of the OAG website.

*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 all of the instructions prior to preparing and submitting your application materials online. To apply, please click on the following link: [CSB NYC PUGS FALL 2020](#)

- Applications are being received online. 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.
- **The following documents are required for each application that is submitted:**
(Click on the document name to learn more)
 - ◆ [Cover Letter](#)
 - Address to Legal Recruitment.
 - Indicate your availability and preferred work schedule.
 - ◆ [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](#)
 - An unofficial transcript is acceptable.
 - ◆ [Writing Sample](#)
 - Select a piece that demonstrates your ability to analyze, synthesize and organize a cohesive document that efficiently and effectively conveys information to your target audience.
 - ◆ **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please allow at least three (3) business weeks for your application to be processed and reviewed by the hiring bureau/regional office. After three (3) weeks, to request a status update, [please click here](#).

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.