



Division of Regional Affairs
Harlem Regional Office
Student Mediator
Reference No. HRO_PUGS_SPR_2022

Spring Semester 2022 Paid Placements for Undergraduate Students

The [Harlem Regional Office](#) (HRO) of the New York State Office of the Attorney General has paid, part-time spring placements available for undergraduate students who are interested in working as student mediators. In addition to other legal matters, the HRO prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices, and mediates thousands of complaints each year from individual consumers. A large percentage of these complaints are successfully resolved through mediation. Student mediators play an integral role in the mediation process. Students act as consumer advocates in negotiating complaints against merchants. Each mediator is assigned complaint files covering a broad range of consumer issues including retail sales, mail order transactions, credit transactions, telemarketing, warranty matters, home repair and automobile sales.

As mediators, students are taught interviewing techniques and develop their analytical skills as they learn to focus on the underlying issues for each complaint. While each complaint is reviewed by a member of our professional staff, students typically exercise significant discretion and independent judgment. Professional staff and attorneys are always available to answer questions. The position provides students a high degree of responsibility and requires them to exercise excellent judgment. Applicants must be articulate, analytical, imaginative and organized. No specific experience is required.

Placement Details

- **Due to the COVID-19 pandemic and as our return to workplace continues, OAG Leadership has determined the 2022 Spring Program will be an exclusively remote experience.**
- **Applications from students entering their first year of college/university during the academic year 2021-22 will not be considered.**
- **Applicants for paid student positions must be full-time students in good academic standing as defined by their schools.**
- Students hired for the spring may begin their placements on January 19, 2022 or after.
- Applicants must be available to work 15 hours per week during regular business hours for a period of 10-12 weeks.
- The selected candidate will be hired as a student assistant and paid hourly at the undergraduate student rate which is \$15.00-\$15.92.
- Applications will be accepted online, and the placement 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 US. NYS residency and US citizenship are not required.
- 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 document requirements. Please review all of the instructions prior to preparing and submitting your application materials online. To apply,

please click on the following link: [HRO PUGS SPR 2022](#)

- 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)
 1. [Cover Letter](#)
 - Address to Legal Recruitment.
 - Indicate why you are interested in a placement with the OAG and why you are the best candidate.
 - Indicate your availability and preferred work schedule.
 2. [Resume](#)
 - Ensure your resume is complete and current prior to submitting your application.
 3. **List of three (3) [references.](#)**
 - Submit only professional (i.e., supervisor or professor) references.
 - Indicate the nature and duration of your relationship to each reference.
 - Include contact information and email addresses for each reference.
 - Please note, your references will not be contacted until after you interview for the placement.
 4. [Writing Sample](#)
 - Select a sample from an assignment you prepared for school that demonstrates your ability to analyze and organize information into an effective document.
- **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please allow at least three (3) weeks for your application to be processed and reviewed by the hiring bureau/regional office. You may submit an application status request [by clicking here](#).

If you have questions about a placement 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.