



## Division of Regional Affairs

### Harlem Regional Office

### Student Mediator

Reference No. HRO\_PUGS\_SUM\_2021

**Application Deadline is April 16, 2021**

**Paid Summer Placement for Undergraduate Students**

The [Harlem Regional Office \(HRO\)](#) of the New York State Office of the Attorney General has paid summer 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 are given the title of "Mediators" and 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 problems, home repair and automobile sales.

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.

#### **SUMMER PROGRAM DETAILS**

- **Due to the ongoing COVID-19 pandemic, student programs will operate remotely until the OAG determines that it is able to provide an in-person experience.**
- Undergraduates in their first year should wait to submit their applications until after they have received their first semester grades.
- The OAG's summer program will officially run from June 7 – July 30, 2021. The student hired for this placement will work 15 hours/week for the full 8 weeks of the program.
- The selected candidate will be hired as a student assistant and paid hourly at the undergraduate student rate of \$15.00.
- Applications will be accepted online and this 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 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: [HRO PUGS SUM 2021](#)

- 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 application deadline is **April 16, 2021**, but please note that placements will be filled on a rolling basis.
- **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.
  - ◆ [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 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](mailto:recruitment@ag.ny.gov).