Division of Regional Affairs
Nassau Regional Office
Student Mediator (Paid Part-Time Undergraduate Student Internship)
Reference No. NAS_PUGS_SPR_2019

The New York State Office of the Attorney General (OAG) is seeking an undergraduate student to serve as a student mediator in the Nassau Regional Office, located in Mineola. In addition to its other activities, the Nassau Regional Office’s Consumer Frauds and Protection Unit 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 resolved satisfactorily through an informal mediation process. The student mediator is an integral part of this mediation process.

Student mediators act as consumer advocates in negotiating consumer complaints with merchants. Each student mediator is assigned a number of consumer complaints 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 the 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. Consumer Representatives, experienced volunteers or lawyers, supervise the interns.

*This is a paid position for 15 hours per week.* 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 hourly rate of $13.86. **Candidates must be available to work during the spring 2020 semester.**

**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: [NAS_PUGS_SPR_2019](#);

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.

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.