



**Division of Regional Affairs
Poughkeepsie Regional Office
Student Mediator Externship
Reference No. POU_EXT/UG_SPRING_2021**

Externship Opportunity for Undergraduate Students

The New York State Office of the Attorney General's [Poughkeepsie Regional Office](#) (PRO) has externships available during the spring 2021 semester for undergraduate students to work as student mediators. In addition to its other activities, the PRO 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. Interested students must receive course credit for their work at the PRO as part of an independent study or externship program. Students are encouraged to commit to work part-time (approx. 15 hours/week) for at least a semester (10-12 weeks) or the minimum stipulated their externship source.

Student mediators act as consumer advocates in negotiating consumer complaints with merchants. Each student mediator is assigned a number of consumer 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 student is exposed to the Office's procedures and philosophy and deals directly with consumers and merchants to resolve the complaints. Students 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 students typically exercises significant discretion and independent judgment. Consumer Representatives, experienced volunteers or lawyers, supervise the students.

Externship Details

- **Due to the ongoing COVID-19 pandemic, we will be hosting an exclusively remote spring program.**
- Students hired for spring externships may begin their placements on January 20, 2021 or after.
- At the time of hire, students are required to provide written confirmation from their schools indicating their acceptance into an externship program or an approved independent study.
- Additionally, this confirmation must indicate the following information:
 - The appropriate externship contact at the school;
 - The parameters of the externship including the employer's responsibilities;
 - The required minimum/maximum work hours to be completed by the student; and
 - The number of credits the student will receive upon completing the externship.
- Students must be eligible to be employed in the U.S.
- U.S. citizenship and NYS residency 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 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: [POU_EXT/UG_SPRING_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 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.