



Division of Regional Affairs

Utica Regional Office

Student Mediator

Reference No. UTC_PUGS_SPR_2022

Spring Semester 2022 Paid, Remote Placement for Undergraduate Students

The New York State Office of the Attorney General (OAG) is seeking an undergraduate student to serve as a student mediator for pay in the Utica Regional Office (RO). In addition to its other activities, the RO 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. **This is a remote placement, and the selected student will telework for the duration of the placement. Students must have access to a reliable computer, a secure internet connection and a phone.**

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.

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 \$13.86-\$14.71.
- 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: [UTC 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.