



Division of Regional Affairs
Westchester Regional Office – White Plains
Student Mediator
Reference Code: WRO_ PUGS_2021

Paid, Part-Time Placement for Undergraduate Students
Application Deadline is May 7, 2021

The New York State Office of the Attorney General's [Westchester Regional Office](#) is seeking an undergraduate student to serve as a student mediator for pay in its office. **To be eligible, applicants must be full-time undergraduate students in good academic standing as defined by their schools.**

The office prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices. In addition to litigating, the Bureau 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. The student mediator will, as required, assist attorneys with litigation cases and may participate in outreach programs. Student will perform some administrative work.

Students are given the title of "Mediators" and act as consumer advocates in negotiating consumer complaints with merchants. Each student mediator is assigned a number of 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 mediator is exposed to the Office's procedures and philosophy and deals directly with consumers and merchants to resolve 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 student mediator typically exercises significant discretion and independent judgment. Professional staff and attorneys are always available to answer questions. The position gives students an unusual degree of responsibility and requires them to display excellent judgment.

Applicants must be articulate, analytical, imaginative and organized. No specific experience is required. Students pursuing pre-law, criminal justice and paralegal studies are preferred, but other majors will be considered. Office staff will provide all necessary training.

Placement Details

- **Due to the ongoing COVID-19 pandemic, current student programs are operating remotely until the OAG determines that it is able to provide an in-person experience.**
- **Applications from students entering their first year of college/university will not be considered.**
- Applicants must be available to work 15 hours per week during regular business hours for the full academic year (fall, spring and summer). *Please be advised that reappointment for additional semesters/terms is possible but neither automatic nor guaranteed.*
- The selected candidate will be hired as a student assistant and paid hourly at the undergraduate student rate (\$14.00/hour).

- Applicants must be available by video conference for interviews.
- U.S. citizenship and NYS residency are not required, but 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

Applications are being received online. To apply, Please click on the following link: [WRO_PUGS_2021](#)

Applicants will be taken to the online application page and must be prepared to submit a complete application consisting of the following:

- ◆ [Cover Letter](#)
 - Please address to Legal Recruitment.
 - Indicate whether there are any deadlines related to your candidacy.
 - Please indicate your availability.
- ◆ [Resume](#)
- ◆ **List of three (3) [references](#).**
 - Only submit professional or academic (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 Legal Recruitment via email at recruitment@ag.ny.gov.