



# OFFICE OF THE NEW YORK STATE ATTORNEY GENERAL

## Division of Economic Justice – Consumer Frauds and Protection Bureau Student Mediator (*Paid Part-Time Student Intern*) Reference Code: CFB\_PUGS\_2015-16

The [Consumer Frauds and Protection Bureau](#) is seeking undergraduate students to serve as student mediators for pay in its lower Manhattan office. The Bureau 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 intern is an integral part of this mediation process.

Interns are given the title of "Mediators" and act as consumer advocates in negotiating consumer complaints with merchants. Each 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 intern 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 intern 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. The salary is \$12.80 per hour. Office staff will provide all necessary training. However, applicants must be deemed full-time students by their school and must work fifteen hours a week. Because of the extensive training we provide, we ask students to commit to a full academic year (Fall 2015 and Spring 2016.)

Candidates from diverse backgrounds are encouraged to apply. The Office is an equal opportunity employer and is committed to workplace diversity.

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### HOW TO APPLY

**Applications are being received online.** To apply, please go to our website, [www.ag.ny.gov. Resources/Job Opportunities - Student Positions - Undergraduate & Graduates.](http://www.ag.ny.gov/Resources/JobOpportunities-StudentPositions-Undergraduate&Graduates)

Applicants must be prepared to submit a **cover letter, resume, most recent school transcript (*unofficial is acceptable*), writing sample, and the contact information for three (3) references including email addresses.** *Please Note: Failure to submit a complete application will delay the consideration of your application.\**

**For questions about an internship or externship with the OAG, the application process or assistance with submitting your application, please contact the Legal Recruitment Bureau via email at [recruitment@ag.ny.gov](mailto:recruitment@ag.ny.gov) or phone at 212-416-8080.**

*\*Please note that positions are filled on a rolling basis; applications will be accepted until all openings are filled.*