



Division of Economic Justice

Consumer Frauds and Protection Bureau – Albany

Student Assistant (*Paid Part-Time Student*)

Job Posting Code: CFP_ALB_PUGS_2016

The Office of the New York State Attorney General (OAG) is seeking talented undergraduate students to serve as Student Assistants within the [Consumer Frauds and Protection Bureau](#) in its Albany office.

The Consumer Frauds and Protection Bureau routinely receives these complaints which may be resolved either through the prosecution of businesses and individuals engaged in fraudulent, misleading, deceptive or illegal trade practices or through an informal mediation process. The student assistant is an integral part of the mediation process. Thousands of complaints from individual consumers are mediated each year.

Student Assistants act as consumer advocates in mediating consumer complaints with merchants. Each Student Assistant 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. Additionally, other duties may be assigned, as needed.

The student is exposed to the OAG'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. No specific experience is required. Applicants must be articulate, analytical, imaginative, and organized.

This is a paid position. The salary is \$12.80 per hour. Our staff will provide all necessary training. Applicants must be full-time students and be able to work **either fifteen (15) or thirty (30) hours/week**. Due to the extensive training we provide, we ask students to commit to a full year (12-month appointment).

*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 visit our careers website: ag.ny.gov/job-postings.

Applicants must be prepared to submit a complete application consisting of the following:

- **Cover Letter** (*You may address to Sandra Jefferson Grannum, Esq., Bureau Chief, Legal Recruitment*)
- **Resume**
- **List of three (3) references with contact information and email addresses**
- **Most recent transcript** (*unofficial is acceptable*)

Please note: Failure to submit a complete application will delay the consideration of your application.

If you have questions about a position 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.

For more information about the OAG, please visit our website: www.ag.ny.gov.