



Division of Economic Justice – Consumer Frauds and Protection Bureau
Student Mediator (*Paid Part-Time Student Intern*) - Albany
Reference Code: CFB_ALB_PUGS

The [Consumer Frauds and Protection Bureau](#) is seeking undergraduate or graduate students to serve as student mediators for pay in its Albany 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. Students should be able to commit to work a minimum of two (2) days per week (*15 hours*) for an entire year.

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 website by clicking [here](#).

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*)

**You must indicate in the cover letter whether you're applying for the Fall, Spring or Summer semester.*

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.