



# OFFICE OF THE NEW YORK STATE ATTORNEY GENERAL

## Division of Regional Affairs – Utica Regional Office Student Consumer Representative (*Paid Part-Time Student Intern*) Reference Code: UTC\_PUGS\_2015-16

The Office of the New York State Attorney General seeks a part-time undergraduate or graduate student to work in its [Utica Regional Office](#) located in Utica, N.Y. The Regional Office represents the State, its agencies and officers in a wide range of state court litigation, including claims, writs, Article 78s, and mental hygiene cases. An ideal candidate should have excellent verbal and written communication skills. They should not be afraid to ask questions when seeking directions for guidance on cases but able to receive direction and constructive assistance as well. Candidates should be a dependable, prompt team player that is able to step away from work to assist others and step back into a project.

### **Duties would include, but not limited to the following:**

- Filing documents at the county clerk's office, county and supreme courts;
- Answering the main phone line, transferring calls, or taking messages;
- Assist in file management, may include scanning, copying, sorting, files;
- Identify, process, review, and respond to consumer complaints, work on mediation where appropriate;
- Opening/updating consumer complaint database, search for repeat complaints on businesses;
- Assists with the support necessary for the monthly public outreach public events that are scheduled;
- Ensures ample supplies of pamphlet/brochure stocks for public;
- Appear and oversee table-events scheduled for community groups, or NYS Fair, as the office liaison;
- Perform various research and record management and report generation functions;
- Possible two days training will be in the Syracuse or Albany office (not necessarily whole days);
- Telephone courtesies/handling irate and/or frustrated consumers.

*This is a paid position for a maximum of 30 hours per week during the internship.* The candidate selected for this position must be a full-time or part-time student currently taking classes or intending to, during the fall semester. All candidates must adhere to Confidentiality Parameters, and all requirements for employment with the Attorney General.

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

---

### 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/Job%20Opportunities%20-%20Student%20Positions%20-%20Undergraduate%20&%20Graduates)

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