



## Division of Regional Affairs

### Utica Regional Office

### Student Mediator

Reference No. UTC\_PUGS\_FALL\_2024

### Application Deadline is September 13, 2024\*

#### 2024 Fall Semester Paid, Part-Time Placement for Undergraduate Students

The Office of the New York State Attorney General (OAG) is seeking an undergraduate student to serve as a student mediator for pay in the [Utica Regional Office](#) (RO). In addition to its other activities, the RO prosecutes businesses and individuals engaged in fraudulent, misleading, deceptive, or illegal trade practices, and 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.

Student mediators act as consumer advocates in negotiating consumer complaints with merchants. Each student mediator is assigned a docket of consumer 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 is exposed to the Office's procedures and philosophy and deals directly with consumers and merchants to resolve the complaints. Students 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 students typically exercise significant discretion and independent judgment. Consumer Representatives and experienced attorneys supervise the students.

### Fall Program Details

- **The format of this placement is either hybrid or remote.**
  - A hybrid placement means students may report to their designated workstation two or three (2-3) days per week. On the days students will be working remotely, they will need to have access to a reliable computer, a secure internet connection, a phone, and a sufficiently quiet and private workspace to telework.
  - A remote placement means students will telecommute for the duration of their placements. Students in this format must have access to a reliable computer, a secure internet connection, a phone, and a sufficiently quiet and private workspace to telework. *Please be advised, students hired for remote, paid placements must be available to complete their payroll onboarding paperwork in-person at the OAG's offices in Albany, New York City, or at one of the [13 regional office locations](#).*
- **To be eligible for a paid fall placement, applicants must be able to demonstrate they are full-time students in good academic standing as defined by their schools.** Applications from students who are starting college/university during the 2024-25 academic year will not be considered.
- The undergraduate student hired for this placement will work part-time for the fall semester (15 hours/week for 12 weeks for a total of 180 paid hours). The undergraduate student will be hired as a student assistant and be paid the hourly rate of \$15.91
- Applications will be received online until **September 13, 2024**, and paid placement offers will be made on a rolling basis.\*
- Students who are hired for the fall program may begin their placements on September 4, 2024, or after.
- U.S. citizenship and New York State residency are not required, but applicants must be eligible to be employed in the U.S.
- Applicants are encouraged to learn more about the OAG prior to submitting their applications by visiting the [Divisions and Bureaus](#) and [Press Releases](#) sections of the OAG's 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

The following section provides detailed information about the application process and application requirements. Please review the complete list of instructions prior to preparing and submitting your application materials online.

- Applications for fall placements must be submitted online. To apply, please click on the following link: [UTC PUGS FALL 2024](#)
- The application deadline is **September 13, 2024**, but please be advised this placement will be filled on a rolling basis.\*
- **The following four (4) documents must be submitted with your application:**
  1. **Cover Letter**
    - You may choose to address your letter to the Legal Recruitment Unit.
    - Indicate why you are interested in a student placement with the OAG and what makes you a strong candidate.
  2. **Resume**
    - Ensure your resume is complete and current prior to submitting your application.
  3. **List of three (3) references.**
    - Submit only professional (i.e., supervisor or professor) references.
    - For each reference, indicate the nature and duration of your relationship.
    - Include contact information and email addresses for each reference.
    - Please note that your references will not be contacted until after you interview for the placement.
  4. **Writing Sample**
    - Select a sample from an assignment you prepared for school that demonstrates your ability to analyze and organize information into an effective document.
    - We recommend submitting a sample that is 3-6 pages in length.
- **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please submit your application for a fall placement at least three (3) weeks prior to any deadlines that could impact your candidacy and note this in your cover letter.

If you have questions about a placement with the OAG, the application process, or need assistance with submitting your application, please contact Legal Recruitment via email at [recruitment@ag.ny.gov](mailto:recruitment@ag.ny.gov).