

EMPLOYMENT ANNOUNCEMENT



TITLE:	SENIOR CONSUMER FRAUDS REPRESENTATIVE OR CONSUMER FRAUDS REPRESENTATIVE TRAINEE
STATUS:	PERMANENT
BUREAU:	HEALTH CARE
LOCATION:	ALBANY
SALARY:	SEE BELOW

We are seeking talented and motivated support staff to work with our attorneys in the State's law firm. The selected candidate will be part of a fast-paced office, gaining experience while providing public service on behalf of the State of New York. The [Attorney General](#) serves the public interest of all New Yorkers in matters affecting their daily lives, enforcing laws to protect consumers, tenants, patients, workers, investors, and charitable donors. The office coordinates statewide civil and criminal investigations, promoting economic and social justice, encouraging harm-reducing public health strategies, and preserving the state's environment.

Careers with the State offer multiple benefits including **paid vacation leave (13+ days per year)**, sick leave, **paid State holidays off**, **health insurance** including vision & dental, entry into the **NYS retirement** (pension) system, education and training, eligibility for public student loan forgiveness, and **job stability with promotional opportunities**. Workplace flexibilities include multiple options for employees including **telecommuting** (up to two days per week) and alternative work schedules.

MINIMUM QUALIFICATIONS

NY HELPS:

This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS).

For the duration of the NY HELPS Program, this title maybe filled via a non-competitive appointment, which means no examination is required but all candidates must meet the minimum qualifications of the title for which they apply. At this time, agencies may recruit and hire employees by making temporary appointments. In May 2024, if a temporary NY HELPS employee is satisfactorily performing in the position, the appointment will be changed from temporary pending Civil Service Commission Action to permanent non-competitive and the official probationary period will begin.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded with all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

Non-Competitive Minimum Qualifications:

- **Senior Consumer Frauds Representative** (*PEF Salary Grade 17, current starting salary \$61,516, job rate \$78,307*):
A paralegal degree or paralegal certificate program or 60 semester credit hours and five years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.
- **Consumer Frauds Rep Trainee 2** (*NS Equated PEF Salary Grade 14, current starting salary \$52,198, job rate \$66,634*):
A paralegal degree or paralegal certificate program or 60 semester credit hours and three years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.
- **Consumer Frauds Rep Trainee 1** (*NS Equated PEF Salary Grade 13, current starting salary \$49,363, job rate \$63,169*):
A paralegal degree or paralegal certificate program or 60 semester credit hours and two years of experience primarily dealing with the general public in a sales or consumer/customer service or problem resolution capacity.

Current NYS Employee: At least one year or more of permanent service as a Senior Consumer Frauds Representative or CFR Trainee and eligible for transfer. Successful completion of a two-year traineeship leads to appointment as a Senior Consumer Frauds Representative, SG-17.

DUTIES

Consumer Fraud Representatives at the OAG mediate consumer complaints of fraud, perform field investigations and activities related thereto, and conduct consumer education and outreach programs to provide individuals with information regarding their rights under Consumer Protection Law. Duties may include, but are not limited to, the following:

Processes consumer inquiries and formal complaints.

- Assigns clerical and student support staff to receive and answer initial walk-in and telephone customer intake questions.
- Compiles informational material for use by staff and for distribution to callers and visitors.
- Evaluates all incoming correspondence directed to the Consumer Assistance Section, identifies proper jurisdiction, and assigns routine correspondence to support staff.
- Responds to inquiries, informs consumers of their legal rights, advises them of complaint filing procedures, or refers them to other government or private agencies.
- Appraises formal written consumer complaints and distributes routine cases to student intern mediators.
- Responds to requests filed under the Freedom of Information Law (FOIL).
- Interviews complainants and third parties to obtain any necessary additional information.
- Interviews respondents for their versions of events under dispute.
- Completes independent determinations on disposition of complaint.
- Coordinates mutually satisfactory resolutions for complainants and respondents.
- Recommends litigation when a violation exists and mediation has been unsuccessful.

Assist attorneys with prosecution of consumer fraud cases:

- Assembles, labels, catalogs, and arranges evidence for trial.
- Interviews witnesses and prepares trial memoranda.
- Coordinates prosecution with law enforcement agencies.
- Answers inquiries from defendants, third parties, and their authorized representatives.
- Arranges, files, and tracks associated court documents.
- Attends hearings, drafts questions for attorney, presents testimony, and evaluates transcript of proceedings.
- Monitors judgments, disburses restitution monies, and closes case files.
- Supervises student intern mediators.
- Participates in the recruitment and selection of student intern candidates.
- Trains student intern mediators in managing walk-in and telephone customer intake, and how to counsel callers on appropriate responses to their concerns and the complaint cases.
- Delegates routine consumer complaints to student intern mediators.
- Monitors workflow and reviews case recommendations.
- Evaluates intern work performance, identifies areas in need of improvement, disseminates results with employees, and recommends retention or discharge to Assistant Attorney General-in-Charge.

Administers field investigation and consumer outreach program.

- Posing as a customer, conducts undercover visits to businesses that have been generating complaints and prepares reports on findings.
- Monitors business advertisements for fraud and refers questionable representations to attorney for review.
- Advises businesses wishing to comply with consumer protection laws.
- Compiles educational pamphlets for dissemination to libraries, civic groups, and individuals.
- Administers consumer surveys.
- Lectures on consumer issues and joins in community forums, trade shows, exhibitions, and radio interviews.
- Answers media inquiries referred by the Public Relations Office.
- Compiles reports for publication describing noteworthy case decisions.
- Perform other duties as assigned.

HOURS

The agency's hours of operation are Monday through Friday, between 8:00 am and 5:30 pm (37.5 hours/week). Scheduling determinations are dependent upon the needs of each Bureau and will be communicated during interviews.

HOW TO APPLY

Applications must be submitted online (transcript required). To apply, please click on the following link:

[HCB ALB CFR 155092](#)

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

POSTED MARCH 29, 2024