



Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Consumer Complaint Mediator **Consumer Protection Division**

Complaint mediators are responsible for mediating consumer complaints between the consumer and the respondent. Mediation occurs by mail, phone or in person. The mediator reviews new files after the data processing has been completed and opening letters have been sent. Mediators attempt to get respondents to provide a response to the complaint and then relay that response to the consumer by mail in an attempt to reach a resolution to the complaint. Each mediator is responsible for approximately 350 files at any given time.

Responsibilities:

- Daily review of incoming mail and other documents
- Prepare appropriate response to each complaint and prepare for mailing
- Evaluate files for potential for referral to enforcement track
- Code the file with resolution information
- Enter all activity with the file in Time Matters
- Return phone calls daily
- Track file status routinely to meet department goals
- Other duties as assigned

Skills/Requirements

- Proficient computer skills required, including word processing (Word 2013 or equivalent), email (Outlook 2013 or equivalent).
- Good public relations skills and excellent communication skills are required. Must be able to write letters/documents to constituents and respondents in a professional manner.
- Must have the ability to work with consumers and co-workers to obtain information in a timely manner.
- Must have the ability to work independently.
- Pleasant telephone demeanor, as consumers and opposing counsel must frequently be contacted by phone.
- Attention to detail and organizational skills a must.
- Critical thinking must be utilized to evaluate when to elevate consumer complaints for further investigation and review.
- College degree or equivalent experience will be considered.