



Pennsylvania Office of Attorney General Consumer Protection Agents Internship

The Bureau of Consumer Protection investigates and mediates consumer complaints and takes legal action against companies that engage in unfair business practices when a lawsuit by the Attorney General is in the public interest and would benefit the Commonwealth.

Consumer Protection Interns work alongside Consumer Protection Agents as they receive, investigate, and mediate consumer complaints. Research and analysis done by interns support the Bureau's litigation activities. Interns see the entire consumer protection process up close: from initial complaints to days in court. The experience they gain is valuable for students interested in the investigative side of public protection or in future careers in law, regulatory enforcement, or public service.

Possible Placements Include: *Philadelphia, Harrisburg, Pittsburgh.* When listing this internship on the Internship Preferences Form, you may leave "Section/Placement" Blank.

Specific responsibilities of all Consumer Protection interns may include:

- Reviewing relevant documents and identifying violations;
- Performing research into prior legal actions or violations by businesses using web sites, DOS, CLEAR, etc.;
- Reviewing and summarizing consumer complaints;
- Creating and maintaining spreadsheets and compiling data for investigative reports;
- Communicating with consumers and businesses;
- Accompanying agents on outreach and education events;
- Attending hearings and court dates.

Minimum Qualifications:

- Currently enrolled and in good standing with a college or university;
- Proficient in the Microsoft Office suite;
- A strong academic record, writing, and research skills.

Application Instructions:

- Review all instructions and info at <http://bit.ly/2lX6WzY>.
- Apply online at <http://bit.ly/2Ar4e9Z>. Attach the following 4 documents to the online application:
 - The completed Intern Preferences Form (<http://bit.ly/2EtX5cA>)
 - Your Cover Letter & Resume as one file,
 - Unofficial copies of transcripts from all colleges you've attended as one file,
 - A brief (1 to 5 page) writing sample.
- If selected, applicants will be required to submit to a records check.

Contact Brian Kennedy (717-772-3558 – bkennedy@attorneygeneral.gov) for questions or assistance.