



OFFICE OF THE ATTORNEY GENERAL
200 St. Paul Place
Baltimore, Maryland 21202
www.marylandattorneygeneral.gov

JOB ANNOUNCEMENT
Administrative Aide
Consumer Protection Division
Mediation Unit – Prince George’s County Office

Posting Date: March 20, 2024

Closing Date: April 4, 2024

Job Title: Administrative Aide

Position Type: Full Time Contractual

Salary Range: \$20.03 - \$31.73 per hour. The salary range is based on a multitude of factors, including applicable personnel rules, regulations, and guidelines.

Location: Consumer Protection Division, 9200 Basil Court, Suite 301, Largo, MD 20774

Telework Status: A hybrid remote telework and in-office schedule option may be available per the Office of the Attorney General’s policies and procedures.

DESCRIPTION: The Attorney General is the chief legal officer of the State of Maryland. The Office of the Attorney General (“OAG”) has the general charge, supervision, and direction of the legal business of the State, acting as legal advisors and representatives of the major agencies, various boards, commissions, officials and institutions of State Government. As Maryland’s 47th Attorney General, Anthony G. Brown, leads the Office with a key focus on equity, justice, and fairness.

The Office of the Attorney General is seeking applicants for an Administrative Assistant to provide support to the Mediation Unit (MU) of the Consumer Protection Division, which assists consumers who are having disputes with a business concerning the purchase of goods or services.

Responsibilities include initial processing of consumer complaints (paper and electronic), including referring to other agencies when appropriate, entering, validating, and maintaining complaint data in the MU’s databases; creating and managing consumer complaint files for internal routing; written and oral communication with consumers, businesses, referral entities, and others; typing and/or editing correspondence; receiving and screening telephone calls; interacting with the public; processing incoming faxes; assisting with the closing of case files; copying and scanning; and otherwise assisting with the general administration of the MU.

This position provides an opportunity to help people resolve problems that they encounter in purchasing

goods or services and to protect Maryland's most vulnerable residents from deceptive practices and to help people who have been victimized by those practices.

EDUCATION/EXPERIENCE: The ideal candidate will have a high school diploma from an accredited high school or a G.E.D. and two years of experience in administrative or professional work. Applicants may substitute additional education for required experience at a rate of one year of post-high school education for one year of experience. Applicants must have strong organizational and writing skills, the ability to juggle multiple priorities in a fast-paced environment, and experience using the Microsoft Office suite and using a database program. Knowledge of, or experience with, consumer protection laws is preferred.

EMPLOYMENT BENEFITS: Contractual employees who work for an agency covered under the State Employee and Retiree Health and Welfare Benefits Program, have a current employment contract and work 30 or more hours a week (or on average 130 hours per month) may be eligible for subsidized health benefits coverage for themselves and their dependents. As a contractual employee, you will be responsible for paying 25% of the premiums for your medical and prescription coverage, including any eligible dependents you have enrolled. The State of Maryland will subsidize the remaining 75% of the cost for these benefits. You can also elect to enroll in dental coverage, accidental death and dismemberment insurance, and life insurance, but will be responsible to pay the full premium for these benefits. Leave may be granted to a contractual employee who has worked 120 days in a 12-month period. This leave accrues at a rate of one hour for every 30 hours worked, not to exceed 40 hours per calendar year.

SUBMISSION: Interested persons should submit an application and supplemental questionnaire through Department of Budget and Management, [Maryland State Online Employment Center](#) on Thursday, April 4, 2024.

EQUAL OPPORTUNITY EMPLOYER: The Office of the Attorney General is an equal opportunity employer that encourages all interested persons to apply regardless of race, color, religion or belief, ancestry, national origin, age, marital status, sexual orientation, gender identity and/or expression, disability, pregnancy, family or parental status, veteran status, genetic information, or any protected category prohibited by local, state or federal laws.

COMMITMENT TO DIVERSITY, EQUITY, INCLUSION, AND BELONGING: The Office of the Attorney General views equity, diversity, inclusion, and belonging as the pathway to achieving professional excellence and fostering and maintaining a culture where every employee can thrive. We strive to create a community that draws upon the best pool of talent to unify excellence and diversity while fully embracing individuals from varied backgrounds, cultures, races, identities, life experiences, perspectives, beliefs, and values. We honor, respect, and celebrate all differences, both visible and invisible, and are committed to recruiting, retaining, and promoting individuals who have historically been underrepresented in the practice of law and professional careers.