



The CUNY 311 Project is a collaboration between the NYC Department of Information Technology and Telecommunications (DoITT) and the City University of New York. It provides qualified CUNY students with the opportunity to work as part-time Call Center Representatives (Call Takers) within New York City's Customer Service Center.

311 provides New Yorkers with one easy-to-remember number to access all City agencies and services. CUNY 311 Project support staff recruits and hires students, monitors on-site performance, and administers payroll.

CUNY 311 CALL TAKER DUTIES & RESPONSIBILITIES

Call Takers will work within the 311 Call Center to perform the following tasks:

- Answer incoming calls within the 24-hour/7-day/week operation in a professional and courteous manner.
- Maintain customer satisfaction.
- Enter call data into a computerized tracking system.
- Collaborate with DoITT and CUNY Program staff as needed.

CUNY 311 CALL TAKER ELIGIBILITY AND QUALIFICATIONS

To become a Call Taker, applicants must meet the following:

- **Currently a student** in good standing at a City University of New York college.
- Undergraduate students, at time of application, must hold a GPA of **2.5 or higher**, and maintain enrollment in **at least 6 credits** while working with CUNY 311.
- Graduate students, at time of application, must hold a GPA of **3.0 or higher**, and maintain enrollment in **at least 3 credits** while working with CUNY 311.
- Be available 18 hours per week for three 6 hour shifts.
- Have strong computer skills and be proficient with Internet.
- Have excellent telephone etiquette and communication skills.
- Be proficient in English and have strong reading and writing skills.
- Only students with strong attendance and punctuality skills should apply.

NEW HIRE TRAINING

Once hired, all student call takers must attend a mandatory *PAID* new hire training (three weeks in length, M-F 9am-5pm). 100% attendance is required. Upcoming training dates are as follows,

- Session 1: 6/6 – 6/24 (M-F 9am-5pm)
- Session 2: 7/5 – 7/22 (M-F 9am-5pm)
- Session 3: 8/1 – 8/19 (M-F 9am-5pm)

RATE OF PAY

Part-time CUNY 311 Call Takers are paid at the following rates:

- Undergraduate students at \$10.98 per hour.
- Graduate students at \$12.98 per hour.

*CUNY 311 Call Takers are eligible for the salary increase (\$12-\$15 per hour) after completion of 4 months of employment in good standing. Pay rate changes will be made based on the number of credits students have earned.

WORK SCHEDULES

CUNY 311 Call Takers will be scheduled to work three 6-hour shifts a week for a total of **18 hours per week** based on scheduling and shift needs within the 311 Call Center as well as students' school schedules.

TO APPLY

Interested students should contact the career office/department on their campus for pre-screening or more information; or apply online at <https://cunyinternship-oaa-csm.symplicity.com/students/index.php>.

Baruch College	STARR Career Development Center 55 Lexington Avenue, Box B 2-150 New York, NY 10010	646-312-4670 careerdc@baruch.cuny.edu
Borough of Manhattan Community College	Center for Career Development 199 Chambers Street, S-342 New York, NY 10007	212-220-8170 career@bmcc.cuny.edu
Bronx Community College	Career Development Office West 181st Street & University Avenue Bronx, NY 10453	718-289-5908
Brooklyn College	Magner Center for Career 1303 James Hall, Brooklyn, NY 11210	718-951-5696
The City College of New York	The Career Center 138th Street at Convent Avenue NAC Building, 1st Fl, Room 116 New York, NY 10031	212-650-5326
The Graduate Center	Student Affairs 365 Fifth Ave, New York, NY 10016	212-817-7400
Hostos Community College	Career Services 120 E. 149th Street, Rm. D-210, Bronx, NY 10451	718-518-4249 careerservices@hostos.cuny.edu
Hunter College	Career Development Services 695 Park Avenue, Room 805 E New York, NY 10021	212-772-4850
John Jay College of Criminal Justice	Center for Career & Professional Development L72.00 New Building 524 West 59th Street, New York, NY 10019	212-237-8754 careers@jjay.cuny.edu
Kingsborough Community College	Career Development Services 2001 Oriental Boulevard, Brooklyn, NY 11235	718-368-5115
LaGuardia Community College	Center for Career & Professional Development 31-10 Thomson Avenue, Room B114 Long Island City, NY 11101	718-482-5235 career@lagcc.cuny.edu
Lehman College	Career Services 250 Bedford Park Blvd. West, Bronx, NY 10468	718-960-8366
Medgar Evers College	Career Management Services Center 1637 Bedford Avenue, Room S 302 Brooklyn, NY 11225	718-270-6055
New York City College of Technology	Professional Development Center 300 Jay Street, Brooklyn, NY 11201	718-260-5050
Queens College	Career Development & Internships 65-30 Kissena Boulevard, Flushing, NY 11367	718-997-4465 qc_career@qc.cuny.edu
Queensborough Community College	Career Services 222-05 56th Ave, Bayside, NY 11364	718-631-6297
The College of Staten Island	Career and Scholarship Center 2800 Victory Boulevard, Building A Staten Island, NY 10314	718-982-2302
York College	Office of Career Services 94-20 Guy Brewer Blvd., Room #3E03 Jamaica, NY 11451	718-262-5119