Position Title: Undergraduate Student Call Center Representative (Part-Time)
Department: Office of Academic Affairs
Location: Lower Manhattan

CUNY 311 Project:

The CUNY 311 Project provides the opportunity for CUNY students to work as part-time 311 Call Center Representatives within New York City’s 311 Customer Service Center. The 311 phone system provides New Yorkers with one easy-to-remember number to access all City agencies and services. The CUNY 311 Projects provides the human resources support for CUNY students selected from CUNY campuses by training students on 311 Customer Service Center operations, monitoring on-site performance, and administering payroll.

Duties and Responsibilities:
Under the direction of the CUNY Program Manager, and in collaboration with appropriate DoITT staff, the Call Center Representative will work with the CUNY 311 Project performing the following tasks:

- Answer incoming calls within the 24-hour/7-day/week operation in a professional and courteous manner.
- Maintain customer satisfaction.
- Identify customers’ needs and assist accordingly.
- Enter data into a computerized tracking system.
- Perform routine clerical work such as copying, filing and faxing as needed.
- Meet with DoITT and CUNY Program staff as needed.

Eligibility and Qualifications:

- Currently a student in good standing at a City University of New York college.
- Completed minimum of 12 credits.
- Maintain enrollment in at least 6 credits.
- GPA of 2.5 or higher.
- Available 18 hours per week.
- Computer skills required, proficiency with Internet.
- Excellent telephone etiquette.
- Proficiency in English, bilingual a plus.
- Excellent communication skills.
- Strong reading and writing skills.
- Not a current Research Foundation employee.

Salary:

$11.98 per hour/18 hours per week.

THE RESEARCH FOUNDATION OF THE CITY UNIVERSITY OF NEW YORK IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION/AMERICANS WITH DISABILITIES ACT/E-VERIFY EMPLOYER.
Position Title: Graduate Student Call Center Representative (Part-Time)
Department: Office of Academic Affairs
Location: Lower Manhattan

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- Identify customers’ needs and assist accordingly.
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- Perform routine clerical work such as copying, filing and faxing as needed.
- Meet with DoITT and CUNY Program staff as needed.

Eligibility and Qualifications:

- Currently a student in good standing at a City University of New York college.
- Completed minimum of 6 credits.
- Maintain enrollment in at least 3 credits.
- GPA of 3.0 or higher.
- Available 18 hours per week.
- Computer skills required, proficiency with Internet.
- Excellent telephone etiquette.
- Proficiency in English, bilingual a plus.
- Excellent communication skills.
- Strong reading and writing skills.
- Not a current Research Foundation employee.

Salary:

$14.98 per hour/18 hours per week.

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