CHECKLIST, ELIGIBILITY AND QUALIFICATIONS FOR 311 CALL CENTER REPRESENTATIVE (CCR)

Name: ___________________________ Date: ______________

Email: ___________________________

Application Submission Process:

- **Resumes:** To learn how to create and update your resume, attend the *One-Shot Job Search Workshop* or log on to brooklyn.optimalresume.com to create and edit your resume online. Next, upload your resume to eRecruiting at brooklyncollege.experience.com for approval or bring your resume to 1303 James Hall for review, critique, and approval during Drop-In Hours. Finally, bring a copy of the eRecruiting “Resume Approval Email” or request a “Resume Approval Form” during Drop-In Hours from a Magner Center counselor.

- **Applications:** Bring your approved resume and application - 100% completed - to the *311 CCR Application Submission and Review Workshop*. Double-sided documents will not be accepted. This workshop is held on the first Wednesday of every month from 12:00 - 12:30 PM and on the third Wednesday of every month from 6:00 - 6:30 PM. Please arrive promptly and fully prepared.

**Note:** Students cannot attend the *311 CCR Application Submission and Review Workshop* unless their resume has been approved and their applications are complete.

Eligibility and Qualifications:

- Currently a student in good standing with credits at Brooklyn College, CUNY
- Available as a matriculated student for at least 9 months during 311 CCR employment
- **Undergraduate – Sophomore or Junior Only:** Sophomores must have 30-59 credits; Juniors 60-89 credits. All applicants must be enrolled in at least 6 credits, and have a minimum 2.5 GPA.
- **CUNY Transfer Student – First Semester at BC:** Must bring official transcript from a CUNY College only and meet the minimum academic credits requirement
- **Graduate Student:** Must have completed 6 credits, be enrolled in at least 3 credits, and have a minimum 3.0 GPA
- **International Student:** F-1 and J-1 visas can apply and need work authorization from the International Student Services Office.
- Must be available to work 18 hours per week including weekends
- Computer skills, internet proficiency, and excellent phone etiquette are required.
- Excellent communication skills and English language proficiency are required.
- Bilingual skills are a plus.
- Strong reading and writing skills

Bring the following to the *311 CCR Application Submission and Review Workshop*:

1. **Completed** 311 CCR application
2. **Approved** resume, along with a copy of the eRecruiting “Resume Approval Email” or Magner Center “Resume Approval Form”

*Register* for Magner Center workshops at Portal.brooklyn.edu via the “Career” tab.

Magner Center for Career Development and Internships
Brooklyn College - 1303 James Hall
2900 Bedford Avenue, Brooklyn NY 11210
http://career.brooklyn.cuny.edu/

Look for the Magner Center in Social Media:
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 ("CCRs") within New York City’s 311 (NYC 311) Customer Service Center. The NYC 311 phone system provides New Yorkers with one easy-to-remember number to access all City agencies and services. The CUNY 311 Project supports NYC 311 by providing well-trained, courteous, motivated, and flexible Student CCRs, monitoring on-site performance, and administering payroll.  

Duties and Responsibilities:  
Under the direction of the CUNY Project Director, and in collaboration with appropriate DoITT staff, the Student 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, AND must have Sophomore status or above (Freshman are not eligible).  
- Maintain enrollment in at least 6 credits.  
- GPA of 2.5 or higher.  
- Be available 18 hours per week for three 6-hour shifts.  
- Strong computer skills and be proficient with Internet.  
- Excellent telephone etiquette and communication skills  
- Be proficient in English, bilingual Spanish a plus.  
- Strong reading and writing skills.  
- Attend a new employee training and attend on the job trainings as needed.  
- Only students with strong attendance and punctuality skills should apply.  
- Not a current Research Foundation employee.  

Salary:  

$10.98 per hour/12-18 hours per week. Students will be eligible for a $1/hour raise after the completion of 6 months of employment based on performance indicators.  

THE RESEARCH FOUNDATION OF THE CITY UNIVERSITY OF NEW YORK IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION/AMERICANS WITH DISABILITIES ACT/E-VERIFY EMPLOYER.
RESEARCH FOUNDATION
THE CITY UNIVERSITY OF NEW YORK
CUNY 311 Project

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

CUNY 311 Project:

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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.
- Be available 18 hours per week for three 6-hour shifts.
- Strong computer skills and be proficient with Internet.
- Excellent telephone etiquette and communication skills
- Be proficient in English, bilingual Spanish a plus.
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THE RESEARCH FOUNDATION OF THE CITY UNIVERSITY OF NEW YORK IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION/AMERICANS WITH DISABILITIES ACT/E-VERIFY EMPLOYER.
APPLICATION FOR EMPLOYMENT
The Research Foundation of the City University of New York is an E-Verify, Equal Opportunity and Affirmative Action organization. It does not discriminate on the basis of gender, age, color, religion, national origin, race, sexual orientation, alienage, citizenship, veteran status, disability, ethnic origin or marital status in its employment, personnel policies, or access to services and benefits. The personnel decisions regarding recruitment, selection, training, promotion, and compensation are made on the basis of bona fide, job related qualifications in all job categories.

PLEASE PRINT OR TYPE INFORMATION

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<th>Name:</th>
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Present Address: Number Street City State Zip Apt.# Date moved in

Previous Address: Number Street City State Zip Apt # Dates: From To

Have You Ever Been Employed by the Research Foundation? No Yes Dates Where Job Title

Complete this section in full

EMPLOYMENT RECORD [List most recent position first and account for all periods of unemployment.]
Instructional or professional research personnel may substitute conventional curriculum vitae for the ‘Employment Record and Educational Background’ sections of this application.

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Dates Employed: From ___/___/___ To ___/___/___ Job Title: ______________ Salary: Starting $ _____ per Final $ _____ per

Type of Organization: __________________ Reason for Leaving: __________________

Describe Duties/Responsibilities: ____________________________________________

Immediate Supervisor: __________________ Title: __________________ Telephone No. ______________

May we contact the Supervisor? Yes No

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Describe Duties/Responsibilities: ____________________________________________

Immediate Supervisor: __________________ Title: __________________ Telephone No. ______________

May we contact the Supervisor? Yes No

EDUCATIONAL BACKGROUND

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<tr>
<th>Type of School</th>
<th>School Name, City &amp; State</th>
<th>Graduated?</th>
<th>Course or Major</th>
<th>Degree or #/Credits</th>
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<tr>
<td>Grammar/Grade</td>
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<td>Yes No</td>
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<td>High School</td>
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<tr>
<td>College</td>
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<td>Yes No</td>
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RESUME ATTACHED: YES NO
List Honors, Extra Curricular Activities, Publications, Licenses, Patents, and other information relevant to the position:

SKILLS APPLICABLE TO THE POSITION
1. Keyboarding Speed: WPM __________
2. Computer knowledge: (check all that apply) Word Excel Access Outlook Power Point Other: __________
3. Foreign Languages: __________
4. Other skills applicable to the position: __________

REFERENCES (Include individuals familiar with your work ability. DO NOT include relatives)

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<tr>
<th>Name and Occupation</th>
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OTHER

1. Have you been told the essential functions of the job or have you been shown a copy of the job description listing the essential functions of the job? Yes No
2. Can you perform these essential functions with or without reasonable accommodation? Yes No
3. Are you legally eligible for employment in the United States? Yes No
4. Have you ever been convicted of, pled guilty to, or 'no contest' to a Felony? Yes* No
   --or to a Misdemeanor? Yes* No
   Jurisdiction: State Court City Court Federal Court
   Traffic Violation (other than a minor violation**): Yes* No; Been Denied a Bond? Yes* No

NOTE: "Driving without a license, DWI, DUI, reckless, and 'hit and run' are not 'minor' violations."

* If yes to any or all of the questions in section 4, you must explain in detail on a separate sheet of paper.

MILITARY SERVICE RECORD

1. Have you ever served in the armed forces? Yes No Dates of duty: From ___/___/___ To ___/___/___
2. If you are a disabled Veteran or a Vietnam Veteran and would like to be so identified under our Affirmative Action program, please indicate:
   Disabled Veteran Vietnam Era Veteran Special Disabled Veteran Other Protected Veteran Newly Separated Veteran

Referred by: Personnel Vacancy Notice School Newspaper Internet Career Service Agency Employee Other (specify) __________

I have read and understand this application and certify that the information given is correct and complete to the best of my knowledge and that, unless I have specified otherwise, the Research Foundation is authorized to check my work and character references. I understand that if I falsify/omit information, I am subject to dismissal. I agree to work any shift and/or day(s) as assigned. I understand that employment may be contingent on a background check.

Applicant's Signature: __________________________ Date: ___/___/___

FOR COMPLETION BY INTERVIEWER:

Interview date: __________ Interviewer: __________________________

HIRED: Position Title: __________________________ Print Starting Date: __________ Sign Starting Salary: $ __________ per __________
   R.F. Account #: __________________________
   and Project Title: __________________________

NOT HIRED: Reason: __________________________

PROJECT DIRECTOR’S SIGNATURE __________________________ Date: __________

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Rev. 2/24/2014
I am authorizing the Magner Center for Career Development and Internships at Brooklyn College to request an official transcript from the Registrar's Office for the CUNY 3-1-1 Project.

DATE: 

PRINT NAME: 

SIGNATURE: 

CUNYfirst EMPLID (8 DIGITS): 

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Magner Center for Career Development and Internships
Brooklyn College of the City University of New York
1303 James Hall • 2900 Bedford Avenue • Brooklyn, New York 11210-2889
Telephone (718) 951-5696 • Fax (718) 951-4481
CUNY 311 Project
Student CCR
Candidate Information Form

College ________________________________

CUNY Student Status: □ Undergraduate □ Graduate

Student Name ___________________________ Primary Phone # (____) __________

E-mail address: _________________________

Commitment

Will the student be available for at least 9 months? □ Yes □ No (The student must be enrolled at a
CUNY college for at least nine months. If No, s/he is not eligible)

Anticipated date (month/year) of graduation: ______/______

Is the candidate currently employed for the Research Foundation? □ Yes □ No (If Yes, s/he is not
eligible)

Availability

What is the student’s availability? Please check the appropriate estimated time of day on the day
s/he is available to work.

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College Liaison (print) ___________________________ Telephone # __________

Liaison Signature ___________________________ Date __________