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

CUNY 311 Project:

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- 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 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.
- 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:

$13.98 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.

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