



The CUNY/311 Project, is a collaboration between the NYC Department of Information Technology and Telecommunications (DoITT) and the City University of New York, provides qualified CUNY students with the opportunity to work as part-time Call Center Representatives 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. The CUNY 311 Project provides human resource support for CUNY students referred from CUNY campuses. CUNY 311 Project support staff recruits and hire students, monitor on-site performance, and administer payroll.

CUNY 311 CALL TAKER DUTIES & RESPONSIBILITIES

Interns 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 an intern 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 be a 2nd semester freshman and hold a GPA of 2.5 or higher, and maintain enrollment in at least 6 credits while working as a CCR.
- Graduate students, at time of application, must have completed minimum of 6 credits, hold a GPA of 3.0 or higher, and maintain enrollment in at least 3 credits while working as an intern.
- 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; bilingual Spanish a plus.
- Have strong reading and writing skills.
- Attend a mandatory new hire employee training (three weeks in length) and attend on the job trainings as needed.
- Only students with strong attendance and punctuality skills should apply.

RATE OF PAY

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


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

FLEXIBLE WORK SCHEDULES

Students will be selected based upon scheduling and shift needs within the 311 Call Center. Generally, students will be scheduled to work one 6-hour weekend shift and two 6-hour shifts during the week to accumulate 18 hours per week. Some students will be scheduled to work two 6-hour shifts to accumulate 12 hours per week. Applicants will be required to provide a schedule of availability.

TO APPLY

Screening for 311 Student Call Takers begins on-campus at the office/department listed below for each campus. Interested students should contact the office/department on their campus for more information. You can also apply online via the following website <https://cunyinternship-oaa-csm.symphlicity.com/students/index.php>. The student application process is approximately 3 months in length. Do not call the RF-CUNY Central Office to inquire about this position. Interested candidates must begin the screening process through their designated CUNY 311 campus contact or online. For more information you may email the Project at

cuny311@cuny.mail.edu and follow us on  [@CUNY311_Project](https://twitter.com/CUNY311_Project)

CUNY 311 CALL CENTER CAMPUS CONTACTS

Baruch College

Career Development Center
646-312-4670
careerdc@baruch.cuny.edu

School of Public Affairs, Career Services Office
spa.careerservices@baruch.cuny.edu

Borough of Manhattan Community College

Center for Career Development
212-220-8170
career@bmcc.cuny.edu

Bronx Community College

Career Development Office
718-289-5908

Brooklyn College

Magner Center for Career Development and Internships
718-951-5696
careernews@brooklyn.cuny.edu

City College of New York

Career Center
212-650-5327
careercenter116@hotmail.com

CUNY Graduate Center

Office of Financial Aid
212-817-7460

Hostos Community College

Career and Transfer Center
718-518-4468
careerservices@hostos.cuny.edu

Hunter College

Career Development Services
212-772-4850

John Jay College

Career Development Services
212-237-8754
careers@jjay.cuny.edu

Kingsborough Community College

Career Development Placement and Transfer Office
718-368-5115

CUNY School of Law

Career Planning Office
718-340-4230

LaGuardia Community College

Academic Affairs Office
718-482-5235

Lehman College

Career Services Center
718-960-8366

Medgar Evers College

Career Management Services
718-270-6055

CUNY Medical School

Office of Administration

New York City College of Technology

Placement Office
718-260-5050
employmentsvc@citytech.cuny.edu

Queens College

Career Development and Internships
718-997-4465

Queensborough Community College

Career Services
718-631-6297

Stella and Charles Guttman Community College

Office of Partnerships & Community Engagement
(646) 313-8014
partnerships@guttman.cuny.edu

School of Professional Studies

Career Services
212-817-7166

College of Staten Island

Career and Scholarship Center
718-982-2300
careers@csi.cuny.edu

York College

Office of Career Services
718-262-2282
career@york.cuny.edu

