

CUNY 311 Project

Student Call Taker Information Session

Contacts:

Program Coordinator: Jecintha Vincent

Email: Jecintha.Vincent@cuny.edu

The logo for NYC 311, featuring the text "NYC" stacked above "311" in a bold, black, sans-serif font, all contained within a yellow square with a black border.

NYC
311

For what reasons
might New Yorkers
call 311?

Write your answers in the chat

Introduction-CUNY 311 Project

- ▶ Collaboration between NYC Department of Information Technology and Telecommunications (DoITT) and CUNY.
- ▶ Provides qualified CUNY students with the opportunity to work as part-time Student Call Takers.
- ▶ 311 provides New Yorkers with one easy-to-remember number to access all City agencies and services.

Why Become a CUNY 311 Call Taker?

- ▶ Gain experience working in a government agency
- ▶ Gain experience working with New York City residents
- ▶ Develop customer service, communication, and professional skills
- ▶ Explore professional interests
- ▶ Prepare for future employment opportunities
- ▶ Build your professional network
- ▶ Learn about NYC government services and information

What do 311 Student Call Takers Do?

- ▶ Answer calls from New Yorkers looking for solutions to their questions and concerns in a professional and courteous manner
- ▶ Maintain customer satisfaction including identifying customers' needs and assist accordingly
- ▶ Data entry
- ▶ Other clerical work as assigned

Things to Know About the Role

- ▶ Employee of the Research Foundation of CUNY
- ▶ In-person employment opportunity
- ▶ Financial District of Manhattan
- ▶ 100% in person, no remote work option
- ▶ COVID-19 Vaccination guidelines are the same as CUNY
 - ▶ You must be vaccinated and provide proof through RF CUNY's online portal or submit to weekly testing
- ▶ Great attendance is vital
 - ▶ Includes inclement weather, city emergencies, and holidays

Work Schedules

- ▶ Three x Six Hour Shifts = 18 hours per week
- ▶ Shifts assigned based solely on school schedule and 311 Call Center operational needs.
- ▶ Shift schedule change requests will not be considered if there are no conflicts with school schedule
- ▶ You are eligible to change your schedule every new school semester
- ▶ 311 Call Center operates 24 hours a day -expect to work on evenings, weekends, and holidays

Pay Rate

▶ Undergraduate Students

- During Training: \$15/hr
- After Training based on Performance: \$17/hr

▶ Graduate Students:

- During Training: \$17/hr
- After Training based on Performance: \$18/hr

▶ Eligible for \$1/hour raise after completion of six months of employment

- ▶ Based on performance indicators and the availability of funds

Basic Eligibility

Currently a Student in Good Standing at a CUNY College

- ▶ 1st semester freshman & students graduating December 2021 are ineligible
 - ▶ Exceptions: Graduating student already enrolled at another CUNY college for Spring 2022 semester
 - ▶ 1st semester freshman already completed a degree

GPA Requirements

- ▶ Undergraduate students: 2.5 or higher
- ▶ Graduate students: 3.0 or higher

Enrollment

- ▶ Undergraduate students: 6 credits or more
- ▶ Graduate students: 3 credits or more

Customer Service Experience

- ▶ 1+ year of customer service experience preferred

Qualifications

Computer Skills

- ▶ Strong basic computer skills

Communications Skills

- ▶ Excellent telephone etiquette and communication skills
- ▶ Proficient in English (verbal, reading, and writing)

Customer Service Skills/Conflict Resolution

- ▶ Ability to deal with challenging customers

Attendance and Punctuality

- ▶ Must have strong attendance and punctuality practices and history

New Hire Training

- ▶ All hired Student Call Takers must attend the mandatory PAID new hire training
 - January 3rd - January 21, 2022
 - Monday to Friday, 9am to 5pm

- ▶ To complete training, a Student Call Taker must have the following:
 - 100% attendance (absolutely no absences or lateness)
 - Actively participate during training exercises
 - Demonstrate comprehension of the training curriculum

Important Factors to Consider

- ▶ **Work Schedules**
- ▶ **Punctuality**
- ▶ **Call Monitoring for QA**
- ▶ **High Call Volume**
- ▶ **Internship Duration**

COVID-19 Safety Precautions in the Workplace

- ▶ Masks required at all times indoors
- ▶ Health and Safety survey
- ▶ Building management increased cleaning of high traffic areas
- ▶ Hand sanitizers have been installed in high traffic areas
- ▶ Vaccination and testing protocols

How to Apply

- ▶ Create profile on CUNY Internship Program's Symplicity using the following link CUNY.edu/cipportal
 - Click "Jobs" tab
 - Search for **311 Student Caller Taker** Job listing and apply
- ▶ You will be asked to upload resume, cover letter, and to provide an unofficial copy of your transcript
- ▶ All Applications are due by Sunday October 24, 2021 at 11:59 PM.

After You Apply...

- ▶ If you are selected for interviews, you will receive an email from us to schedule an interview.
- ▶ Two rounds of interviews
 - ▶ 1st round - phone interview
 - ▶ 2nd round - Zoom interview (with video)
 - ▶ Take interviews seriously and be prepared
- ▶ Check the email account listed on your resume and respond to e-mails from CUNY 311 Project Staff in a timely manner.
- ▶ Check your spam box
- ▶ Let us know if you're no longer interested

Questions?

CUNYInternshipPrograms@cuny.edu

Program Coordinator: Jecintha Vincent

Email: Jecintha.Vincent@cuny.edu

Apply at cuny.edu/cipportal

(311 Student Call Taker Under “Jobs” Tab)