NYC 311

FAQ

WHAT IS 311?

311 provides New Yorkers with one easy-to-remember number to access all City agencies and services. CUNY 311 Project support staff recruits and hires students, monitors on-site performance, and administers payroll.

WHO IS ELIGIBLE FOR THE PROGRAM

- Currently a degree-seeking student in good standing at a CUNY College.
- **Undergraduate students**, at time of application, must hold a GPA of 2.5 or higher, and maintain enrollment in at least 6 credits of coursework while working with CUNY 311.
- **Graduate students**, at time of application, must hold a GPA of 3.0 or higher, and maintain enrollment in at least 3 credits of coursework while working with CUNY 311.
- Be available 18 hours per week for three 6-hour shifts. Shifts are determined by agency need and frequently require availability on weekends and weeknights.
- Availability for 3-week training Mon-Friday 9am-5pm 1/4/2021 - 1/22/2021.
- Students with EXCELLENT attendance and punctuality should apply.
- Students with strong computer skills and proficient with Internet should apply.

WHAT IS THE PAY RATE ?

- Undergraduate students at $15 per hour (**$17 per hour after training).
- Graduate students at $17 per hour (**$18 per hour after training).
- Pay rate increase after training will be granted for those who are meeting the performance indicators during the new hire training.

IS TRAINING PROVIDED?

- Once hired, all student call takers must attend the mandatory PAID new hire training in person.
- 100% attendance is required.
- Duration: January 4th to January 22nd, 2021 (M-F 9am-5pm).

IS THERE REMOTE WORK AVAILABLE?

There is no remote work available for 311 Student Call Takers. This is an in-person position and students are required to physically report to work at the 311 Call Center located in the Financial District of Manhattan.

NYC 311

FAQ

IF HIRED, WHAT HAPPENEDS IF I MISS A DAY OF NEW HIRE TRAINING?

Students must have 100% attendance during new hire training, if a student misses one day for any reason their employment will be terminated. Students are also required to be on time, if a student is late even by one minute, the doors to training room will be closed and it will count as an absence (termination of employment will follow).

DO I HAVE TO ATTEND THE VIRTUAL INFO-SESSSION?

No, applicants do not have to attend the info-session. However, this event is a great opportunity to learn more about the program and position in details.

MAY I ENROLL IN OTHER CUNY INTERNSHIP PROGRAMS WHILE EMPLOYED AT 311?

No, while employed at CUNY 311 Program you may not enroll in another CUNY Internship Programs opportunity or be otherwise paid by the Research Foundation of CUNY. If you have been accepted into another internship program you must resign from CUNY 311. Applicants who receive offer letters and wish to accept must resign from any CUNY Internship Program they are currently enrolled in before start date.

HOW DO I APPLY?

- Create profile on Symplicty using the following link CUNY.edu/cipportal
- In Simplicity click "**Jobs**" tab > click "**Jobs and Internships**", search for 311 Student Caller Taker Job listing and Apply. (Please note you will be asked to upload resume, cover letter, and to provide an unofficial copy of your transcript).

WHAT ARE THE QUALITIES OF AN EXCELLENT CANDIDATE FOR THIS POSITION?

- Outstanding time management, attendance, and punctuality skills. CUNY 311 requires exceptional attendance and punctuality of its employees in order to ensure callers can be assisted in a timely fashion.
- Customer service experience in a professional environment.
- Experience and comfort working in a fast-paced, high-volume, and demanding work environment.
- Ability to work weekends and weeknights. Expect to work weekends, weeknights, or both as a student call taker.