The CUNY 311 Project provides qualified CUNY students with the opportunity to work as part-time Call Center Representatives (Call Takers) within New York City’s Information Hub. Call Takers 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.

Minimal Qualifications:

- Currently a student in good standing at a City University of New York college.
- Be available 18 hours per week for three 6 hour shifts, including weekends/weeknights.
- Have strong computer skills and be proficient with Internet.
- Have excellent telephone etiquette and communication skills.

Apply Now:

- Create profile on Symplicity 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).