

**CALL CENTER REPRESENTATIVE**

**Duties and Responsibilities**

Under supervision, in the Office of Information Technology and Innovation (OTI) New York City **3-1-1** Call Center, provides a single point of contact for all non-emergency City services. Utilizing state-of-the-art telephone and interactive computer systems, responds to phone inquiries from the public, provides customer service and information to callers, takes complaints and service requests and forwards them for further action; enters inquiries, complaints and requests into appropriate computer systems and performs related clerical and computer support work. All personnel perform related work.

**Examples of Typical Tasks**

Answers telephones and determines service required. Receives and records complaints, comments and suggestions from callers.

Provides "directory assistance" information to caller, giving appropriate telephone number, address, and office hours to respond to inquiry. When possible, transfers the call to appropriate agency.

Answers routine and frequently asked questions, when possible, and provides information about City policies/procedures, City government events and operations information. Sends out applicable forms and information pamphlets.

Uses multiple computer systems to handle calls, file new requests for service or complaints for investigation and to maintain tracking systems. Assists less skilled Call Center Representatives in mastering procedures and systems.

Informs callers of status of existing service requests or accounts. Asks caller for information necessary to respond to inquiry. Refers inquiries to agency specialists, when appropriate.

**CALL CENTER REPRESENTATIVE** (continued)

**Qualification Requirements**

1. A baccalaureate degree from an accredited college; or
2. An associate degree or 60 college credits from an accredited college or university and one year of satisfactory, full-time experience utilizing a computer to provide information or customer services to the public; or
3. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognizing accrediting organization and two years of satisfactory, full-time experience utilizing a computer to provide information or customer services to the public; or
4. A satisfactory combination of education and experience. Satisfactory, full-time experience working for a New York City government agency utilizing a computer to provide information or customer services to the public may be substituted on the basis of one year of NYC government work experience for the two years of experience described in "2" above. College credit may be substituted for the experience utilizing a computer to provide information or customer services to the public on the basis of 60 semester credits for each year of the experience described in "2" above. However, all candidates must possess a four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization.

Proficiency in navigating multiple computer systems using a computer keyboard and mouse is required.

**Direct Lines of Promotion**

**From:** None

**To:** Associate Call Center  
Representative (10271)