



**COMMUNITY AIDE: CALL CENTER REPRESENTATIVE  
WORK BALTIMORE: EMPOWERMENT TO EMPLOYMENT**

The City of Baltimore, Department of Human Resources is seeking Temporary Community Aides to staff the call center for an exciting new initiative. These proficient and adaptable professionals will be responsible for delivering customer service excellence while making and answering calls to partners, employers, volunteers and participant inquires; troubleshoot and resolve concerns, document progress and update customer records based on interactions. Representatives will also research and verify partner information, and assist team members as needed.

The Call Center Representatives will work no more than **30 hours per week**.

**Minimum Qualifications**

**Ability to Work:** 25-30 hours per week

**Education:** High school diploma or possession of a GED certificate

**Experience:** At least 2 years of administrative and customer service experience as well as experience with Microsoft Office Suite and multi-line telephone systems preferred.

**Compensation**

The hourly rate for this position is \$12

For consideration, candidates should provide a letter of interest and resume by **Monday, July 10 2017** to [Talent.Masters@baltimorecity.gov](mailto:Talent.Masters@baltimorecity.gov)

**Work Baltimore:** Empowerment to Employment Convention is a City-Wide Employment and Job Readiness Convention designed to connect current Baltimore City residents with employment opportunities, within Baltimore City. This convention will take place on Wednesday, September, 27, 2017 at the Baltimore City Convention Center. The Convention will be preceded by 30 days of pre-convention activities to provide job seekers with job readiness workshops, seminars and webinars to assist them with effectively preparing for seeking, securing and retaining employment; and provide employers with a viable pool of qualified applications who are poised to meet their current and future business demands.

**Baltimore City is an Equal Opportunity Employer**