

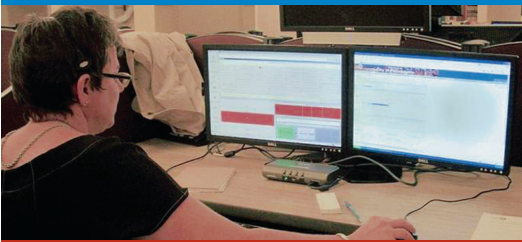
volunteer today

Mystery Caller

offers an excellent volunteer opportunity that works with your schedule.

Want to volunteer and have a busy schedule? We may have a solution!

- Mystery Callers can volunteer from any location at any hour of the day
- Mystery Callers can make a difference
- Mystery Callers gather information that improves customer service throughout the City of Philadelphia



Contact Information

3-1-1
215-686-8686*

*For those with VOIP (Voice over Internet Protocol) or calls from outside of Philadelphia

Call Center

Monday - Friday
8am - 8pm

Closed Saturday
Closed Sunday

Walk-in Facility

City Hall, Room 167
Philadelphia, PA 19107

Walk-in Office Hours

Monday - Friday
9am - 5pm

Email

philly311@phila.gov

Website

phila.gov/311



are you a
**mystery
CALLER**



philly 311 mystery caller

The Mystery Caller Program provides volunteers the opportunity to evaluate and provide feedback on the Customer Service and Quality of Service they receive from the City of Philadelphia's 311 Contact Center and Performance Management departments.

Mystery Callers call 311 and make their normal requests for service (Service Requests) or request information from our agents. Once the service is provided, the Mystery Caller Volunteer evaluates the quality of the service provided, by submitting an evaluation form either through the internet or through the mail.



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how does it work?

As the City of Philadelphia wants to achieve and maintain excellent customer service across all City departments, you will call in real Service Requests. By addressing real issues with departments, measurable improvements are being made.

- You place the call at a time of your choosing
- Ask the 311 Agent a question of your own, or if you do not have one, select from our list
- Once you finish the call, complete a short evaluation form and submit to us either through the internet or through the mail

It's that simple!

What happens next?

The evaluation is reviewed by our staff. Once the data is collected, Agents with outstanding work in customer service will be honored, and additional training will ensue for areas needing growth. Each City Department is also evaluated to determine whether they are meeting their goals.

learning sessions

Room 167 in City Hall
(Intersection of Broad Street and Market Street)

Interested in the Mystery Caller Program? Contact us:
Phone: 215-686-3640
Email: philly311@phila.gov

partner with us

Come be a part of growth in Philadelphia

We can improve and we will! Please contact us by phone or email if you have any questions about the volunteer opportunity, or if you would like to become a Mystery Caller.

We will send you additional information about Philly311 and the Mystery Caller Volunteer Program. We will also provide a tour and brief training session for you.