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—FOR IMMEDIATE RELEASE—

## CITY OF CHAMBLEE PROVIDES PERSONAL SERVICE THROUGH CALL CENTER

March 30, 2018—The City of Chamblee has literally heard you. We've been told about the frustration of calls getting lost in the myriad of voicemails and phone tree options. We feel the best way to answer this call to action is by having a real person answer your call. With that in mind, the city entered into a partnership with CH2M, a Jacobs company, to provide call center services.

Starting April 12, you may call 770-986-5010 for any city concern, and the call will be answered by the Chamblee Call Center 24 hours a day, seven days a week. We hope to provide a single point of contact that is customer friendly and efficient for the residents of Chamblee.

Here's how the center works:

- Call 770-986-5010 for any inquiry, service request, incident report or to contact a city employee. (Please call 911 in case of emergency). All calls are recorded to help with customer service training.
- The operator takes the call and assigns the issue to the appropriate staff. Call center staff also will assign a service number for the call and track it through its resolution.
- The staff (Public Works Contractors/Code Enforcement Officers) completes service.
- The service ticket is updated.

“Our goal is to improve customer service and be responsive and efficient,” says Jon Walker, Chamblee City Manager. “No one wants to press buttons or worry if a voicemail will ever be heard. We believe the call center and live operators will be better able to assist callers with their requests.”

For more information on the City of Chamblee please visit [www.chambleega.gov](http://www.chambleega.gov) or call 770-986-5010.

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Located just 14 miles from downtown Atlanta, Chamblee is a vibrant urban city with a diverse community and international flair. The City of Chamblee began as a small rail town and was incorporated in 1908. It has grown to more than seven square miles and nearly 30,000 residents. Chamblee is home to a heavy rail MARTA station, a historic downtown and Antique Row, the vibrant Buford Highway Corridor, DeKalb-Peachtree Airport (PDK), the Centers for Disease Control and a thriving business community with a unique sense of entrepreneurship and optimism. Visit [www.chambleega.gov](http://www.chambleega.gov) for more information.