

Office of Human Resources Partnership with MC311

The Office of Human Resources has partnered with MC311 in an effort to improve overall customer service. All of OHR's general information and benefits-related calls have been transitioned to the MC311 Customer Service Center (CSC). Employees and the public calling 240-777-5000 will automatically be forwarded to the MC311 Customer Service Center.

Customer focused features of MC311 include:

- One easy to remember number to access for Montgomery County Government information and services: (311) or 240-777-0311.
- Access to a “live-person” – over 40 well-trained and knowledgeable professionals ready to assist you with your request.
- The ability to create and track all service requests, including through the MC311 website at www.mc311.com 24 hours a day, seven days a week.
- Trained customer service representatives who speak Spanish, Korean, Chinese, Vietnamese and French.
- Language interpretation service available for other languages.
- TTY is available by calling 240-773-3556.
- Industry leading database of information and services that can be continually updated with the most current information.
- Convenient hours of operation Monday through Friday, 7 am to 5 pm.

MC311 customer service representatives (CSRs) are prepared to answer many OHR questions. However, for inquiries requiring additional OHR expertise, MC311 staff will create your service request, record detailed information from the caller and forward to the appropriate OHR Team Member to respond within 48 hours.

Thank you for your cooperation in this new initiative.