



JOHN J. TECKLENBURG
MAYOR

City of Charleston
South Carolina

OFFICE OF
COMMUNICATIONS

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City of Charleston Call Center Now Open

Charleston, S.C.—At a ribbon cutting ceremony this morning, Mayor John Tecklenburg announced the official opening of the city of Charleston’s new call center, the Citizen Services Desk, which connects residents to city-related services and information.

Residents can contact the Citizen Services Desk to report a problem, submit a request or ask a question about city services by calling **843-724-7311** during normal business hours Monday through Friday from 8:30 a.m. to 5 p.m., or by visiting www.charleston-sc.gov/citizenservices.

Requests made over the phone or online will be entered into the city’s Customer Request Management system and then routed to the appropriate department to be addressed. Citizens can check on the status of their request online, and will receive an email notification upon its completion.

Mayor Tecklenburg said, “Our citizens deserve top quality customer service and this call center will help us ensure that they’re getting it. Whether reporting a traffic light out, requesting a garbage can or inquiring about any other city service, this one number is our citizens’ connection to the city.”

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