

Adrienne Dunford, administration officer

Education Review Office, Napier

Thousands of contact centre, customer service, and admin clerical workers are asking to be paid what they're worth with the launch of their pay equity claim. Their work often goes unnoticed, but they're the ones that keep organisations running smoothly.



Can you tell us about your job?

I support review officers and ensure their reports on schools and early learning services are processed on time and to the highest standard.

What are some of the challenges?

There's a lot of multitasking and problem solving. I process reports, help ensure travel and accommodation is booked, organise fleet car maintenance, help with IT issues, maintain databases, and liaise with the public.

How do you help your organisation to achieve its goals?

All these little things add up and make the review officers' jobs easier. Without admin staff, organisations would lose productivity.

How are your skills and experience undervalued?

Before I took time out to raise a family, I worked as a defence force payroll administration clerk for 10 years. This was never reflected in my salary. Lack of recognition for previous experience is a common problem for admin workers.



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