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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 am the link between the prison site and national office. The role requires exceptional administration, time management, communication and people skills as you are often the buffer between the case management team and the board administrator.

What are some of the challenges?

Co-ordinating hearings, ensuring our tane, their support people and counsel are on site and ready to go. The ability to pivot and react calmly to change is a must.

How do you help your organisation to achieve its goals?

Being a forward thinker and organising everything in advance. You need to juggle multiple people coming at you and manage their requests with grace and professionalism.

How are your skills and experience undervalued?

My experience in facilities and project management has helped me immensely with prioritising tasks and time management. My many years as an Admin/PA have come in handy for providing clear, concise communication. Experience in software development has enabled me to use software applications with ease.

What difference would it make if you achieved an equal pay settlement?

It would mean my husband would be able to spend his time on our farm. We could finally achieve our dream of becoming self-sufficient.



make it

Real!

www.psa.org.nz/equalpay