

Kahu Lousiale-Tahaafe, Customer Services Officer

Department of Internal Affairs, Auckland

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?

It requires communication skills in person and on the phone, adaptability and administration.

What are the challenges?

Calming down angry customers, identifying their problems and finding solutions. Serving and educating diverse customers who may have language barriers or not be tech savvy.

Working under time requirements to do admin quickly so we're ready to take the next call.

How do you help your organisation to achieve its goals?

Sharing experiences and product knowledge, providing training and assistance to team

How is your work undervalued?

Alongside a lack of bonuses, there is a lack of acknowledgement of achievements. While responsibilities increase, there is no pathway to develop.

What difference would an equal pay settlement make to you?

It would make a big difference if we were treated fairly and had equal access to opportunities.

Why did you apply to be on the Pay Equity bargaining team?

It's time we end discrimination because of prejudices about "women's work", and a tendency to minimise the skills, responsibilities, and effort required.

I am passionate about supporting diversity and inclusion in my workplace, and ensuring our members are valued, paid fairly, and treated with respect. We are all worth 100%.



make it
Real!

www.psa.org.nz/equalpay