

Karen Munro, Team Administrator

ACC

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?

My role is hugely varied including reconciling finances and travel, maintaining budget spreadsheets, monitoring inboxes, and organising events, meetings, and diaries.

What are some of the challenges?

Adapting to people's demands and ensuring their expectations of the volume of work I can do are realistic. On the other hand, some people have lower expectations of me, due to what I perceive to be unconscious bias regarding my intelligence.

How do you help your organisation to achieve its goals?

I make sure bills are paid, that we maintain 'good stewardship' so people don't spend money needlessly. I ensure the team workload is organised efficiently.

How is your work undervalued?

I have been doing this role for 12 years but sometimes I feel excluded and put down.

Administrative jobs always sit on the lowest bands, yet I've learnt that what I do can take just as much brain power, problem solving and people skills.

What difference would it make to achieve an equal pay settlement?

It would be nice to be paid better, but also to get greater respect for what we do and be treated like a creative, intelligent human being. It's also about having a career path that can take you further.



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