

# Pammy Thompson, Customer Services Officer

## Inland Revenue

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 work in the contact centre, answering queries about everything from Working for Families entitlements to student loans, Kiwisaver and Child Support.

We need skills in customer service, computer systems, information management, analysing data, and decision making.

### What are some of the challenges?

Dealing with vulnerable and stressed clients such as those affected by Covid-19, people who are upset by system errors, or who have negative perceptions of IR.

We also educate customers to ensure they understand their obligations.

Coping with shifting rosters leaves us more tired.

### How do you help your team/organisation to achieve its goals?

Making sure every customer feels as though they've been heard, while knowing many others are waiting on the line.

### How is your work undervalued?

It has taken me 6 years to get to the top of the pay scale. But even that is lower than market rates for similar jobs both in the public and private sector.

### What difference would an equal pay settlement make for you?

I would feel valued by my organisation. I hope I could afford to buy a house, which I have been working hard towards since I was 18.



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