

STRIKE STORIES



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During the strike, I worked at the employment counter in the Human Resources Department. I learned a lot while I worked there. It takes a lot of patience in dealing with the public, and since we are here to serve the customer, whatever I was feeling, whether I was tired or hungry, I knew that it was important to put my best foot forward and make the customers feel as if they were the most important people in the world.

I also learned that we have so much to be grateful for here at the MTA, having our jobs, and good paying jobs at that.

It was amazing to me that so many people would come in to apply for one position, when I knew there were only a few openings. It was hard at times, because I found myself wanting to help all of them, explaining to them how to fill out an application and making sure they understood the deadlines. I learned I had to have compassion for their situation.

I realized how hard our Employment Services clerks work, but I was unaware of how busy they are. I appreciate all their efforts and I appreciate my job more now as a result of working out of my classification.

Now, I take more time to see if there is anything they need, like relief for lunch, etc. It is so important to be considerate of each other in the work place.

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