

STRIKE STORIES



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My assignment was as a Customer Information Agent. It was kind of funny to be assigned there because I used to recruit for this position. But to get a sense of what the position entails could not be described on any job announcement. You really have to wear their head phones to appreciate the work involved.

On my first day, the Telephone Information "scoreboard" read 1,280 next to what I thought were calls. It turned out that figure represented the seconds the call had been waiting. I was more at ease after learning that there were 60 calls waiting. While working there, I was able to get a sense of accomplishment seeing the amount go from 60 to 0 calls.

The assignment was rewarding, challenging and at times entertaining. In the short time I worked there, I was given a marriage proposal and accused of being the "other woman".

But the positive memory I have working with the managers. They were fabulous! They were so patient with their "new staff". I can only imagine managing an entire new staff, giving the public limited service. They cheered us on and no matter how many hands were signaling for help, they remained calm and ever so helpful. They really made me feel like an important part of the team.

Without the strike our paths probably would have never crossed and I would not have had the opportunity to work with such a great group of people.

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