



ACCENTURE - DAY IN THE LIFE CONTACT CENTRE – KURT

VIDEO TRANSCRIPT

I got into lacrosse a couple of years ago and that's where I met some of my best buddies. And just outside of work I try to get out with them as much as possible.

Right away, you get on, you try to fill out as much as you can with regards to morning emails and that sort of stuff, truly trying to get on the phone with as many people, or if you have morning meetings, those are also part of it as well.

Small businesses or medium businesses come to us with different opportunities and different things that they may need help with and in terms of that, we definitely do the best that we can to help them out. It is super rewarding to kind of feel as though you are making a difference towards someone's livelihood and someone's business.

It's a great way to meet new people and begin a work partnership that you can use throughout the course of the time that you're working with them. It's a great way to get engaged, it's a great way to learn new experiences within their business.

The different atmosphere. I've never really worked in such a friendly environment that takes you in no matter what. It's extremely welcoming. Every client that we may work with, they're typically pretty grateful for the help that we give them. It is really cool to see the difference that we can make towards different people's lives.

There are targets that we do need to reach and in that sense, it's not really hard to attain those goals, really getting after those. Those go hand in hand with the reward system that we do have as well.

There's so many different rewards that you may see. A lot of them coming from the bonus points that we do receive at the end of each quarter based on your metrics and with those points, you can sort of use those towards gift cards. The support is crazy. It's definitely something that I've never experienced before and with that it just makes the work environment a lot easier to kind of deal with and a lot more fun to come into. I mean, personally, talking to all of my colleagues every day, especially a select few have definitely been extremely supportive for me. With that, it's just made work and it's made life a whole lot easier for sure.

I would definitely tell them that this is a family atmosphere and with that everyone has an equal opportunity to succeed.

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