

5:45am**Rise & shine**

I like to arrive at work at least 15 minutes before the start of my shift. I clock in, collect my basket from my hot drawer and find a desk. Some of my team mates have already started their shift and are busy taking calls. I start up the computer and open the programs that I will need for the day. I have time for a quick chat with my Team Supervisor about the different things happening in the assistance centre this morning. I get a cup of coffee, fill my water bottle and read my emails before logging into the phone system. The Shift Manager and supervisors regularly send out e-mails with new information and updates that can impact the delivery of services to our members. It's important for me to be aware of these updates before I start for the day.

**6:00am****Manic Monday**

It's a typical Monday morning and the phones are really jumping already. Mondays are always a busy day, particularly for vehicle towing. A lot of calls are from members who have breakdowns on the weekend and would like to have their vehicle towed to the mechanic as soon as possible.

6:01am**Straight into it**

As I hit my ready button, my first call comes immediately. It's a customer who has broken down on the way to work. She explains the car just went "kachunk" and stopped. We talk about where she is so that a patrol can be dispatched to go and help her. The calls come in steadily all morning for a range of different vehicle problems, such as flat tyres, vehicles that won't start, tows to workshops and several 'tow to safety jobs' for vehicles that have broken down on the motorways.

**8:15am****Urgent call**

Suddenly, a member calls who has accidentally locked their child in their car. On average, Service Delivery receives 3-5 calls like this each day. Sometimes children are locked in a car, but we also take calls for pets, or even adults accidentally locked in. The process to handle these calls is very structured, it helps me to keep the member calm and ensures that help can be accurately dispatched to the right location.

9:30am**Time for a break**

Things start to slow down about mid morning. I have a 10 minute break for morning tea, which gives me time to stretch my legs and get a cup of tea. My lunch break is not too far off.

10:30am

The beating heart of RACQ

Back at my desk, the calls are still coming in steadily. Glancing at the call board, I see there are no callers waiting to be answered by an operator. This is a great sign. I am sure the Shift Manager will be very happy with this result after such a busy start to the day. I reflect on the fact that I work in the 'beating heart' of RACQ. Road service is where it all began over 100 years ago. It was relevant then and it is relevant today, providing road service to motorists in Queensland.

11:30am

Lunch time

At lunch time I walk over to the FUSION café with several friends. I have been looking forward to a cappuccino all morning. There is always a great selection of hot food, salads, sandwiches and something for the sweet tooth from the café or canteen. We do have a fully equipped kitchen in Service Delivery, so you can bring your lunch if you choose as well.

1:30pm

No two days are the same

Our work at times can be repetitive but NEVER boring. Members call for help from all over the State. One minute I'm speaking to someone in Kenmore with a flat tyre, and the next call is from a fisherman bogged in sand on North Stradbroke Island, with a rising tide approaching. As part of my job, I sometimes have had to speak to the police, ambulance and fire brigade because of the different situations that members are in with their vehicle. This can make my job quite interesting.



10:45am

Call quality

I receive an email from my supervisor, with team statistics from the previous week. These include how many calls I answered, how long they took to handle and how long I spent in each phone break. I feel quite proud of myself as my statistics show a reduction in my average handle time of calls.

12:00pm

A supportive environment

My Supervisor walks past and asks me how my morning has been. Call Centre work is very task-oriented and RACQ is no different, we all have targets that must be met. However, at RACQ, the safety and wellbeing of our members is paramount. It is my responsibility to provide the best possible service to our members and to add value to their experience when they call for roadside assistance. As an integral member of service delivery, I always feel supported by the Management Team. Most of our supervisors are former call takers and know the difficulties that can be experienced from time to time. Through the support and commitment I receive from my supervisors and managers I really feel like RACQ wants me to succeed.

2:00pm

Winding down

It's mid afternoon and the calls have slowed down, I'm able to have a chat with my work mates and have a bit of a laugh over some of the lighter moments from calls we took today. Our supervisor is very happy with results and congratulates us all on a job well done.

2:30pm

Finished for the day

It's time to clock off and go home. I say goodbye to my coworkers who started later than me, and also say hello to a coworker who's just arrived for their late shift. It's great when I start early, because finishing work at 2.30pm gives me the afternoon all to myself, so I have time to get lots of things done.

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