

## SPOTLIGHT STORY



Impact worker **Celine Walters**  
Company **Webhelp**  
Location **South Africa**

**Celine loves her job at Webhelp as a customer service advisor for an airline, but the route to employment was not always easy. Growing up in a township in South Africa, Celine's plans for going to college and getting her dream job were knocked off track by a series of events after leaving high school. Her mother's job was made redundant, meaning Celine would have had to work to pay for her studies. She found temporary jobs in retail, but despite returning to work after having a baby, she was soon unemployed again.**

Celine then heard about Harambee Youth Employment Accelerator – an organization that helps young people find employment. She applied online and, after successfully completing assessments, she started an eight-week work readiness course. On the seventh week, she went for a job interview at Webhelp. She recalled: “The interview was on a Wednesday. By the Friday I was told that I had gotten the job and would be starting on Monday. I really could not believe it. I was one of the first of our group to get a job.”

Celine's new job was located in Cape Town, and she received four weeks' Learnership training, followed by four weeks' customer services training. Being a customer service advisor involves communicating with different people every day. Celine explained: “It's not just about communicating and getting customers' queries solved. For me, it is always about the customer experience. I speak to people from different

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countries every day, and it's amazing to hear the variety of accents and ways of living. This job is really a dream come true.”

“Working at Webhelp has had a major impact in my life. Being able to work shifts that allow me to care for my son and help my mother is such a blessing. Everything I do is for my son, and I hope that one day he can study and get his dream job. Working at Webhelp is honestly a piece of gold.”

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Celine has not given up on her early ambitions. “I always wanted to study to be a teacher. I can now do this at Webhelp, because there is a chance to become a trainer. The benefit of working here is that you get recognition for what you do, and there are opportunities for growth in different departments. This is just the beginning for me.”

Celine is one of the new impact workers that Webhelp has hired as part of its pledge to hire 400 new impact workers by the end of 2020, in response to the Global Impact Sourcing Challenge to companies to hire 100,000 new impact workers by the end of 2020.