

SPOTLIGHT STORY



Impact worker **Gabisile Radebe**
Company **Startek | Aegis**
Location **South Africa**

Gabisile is 27 years old and lives in Soweto, South Africa. Sadly, in 2018 Gabisile's life changed drastically when her mother died, and she found herself in the position of needing to provide for herself and her father. Having to depend on her father's pension whilst trying to adjust to the loss of her mother was one of the greatest challenges of her life. However, as someone who had always had a positive outlook on life, she began searching for a job to help her provide for her family.

Gabisile approached a family friend attending the same church, who works at Startek | Aegis South Africa. They arranged for her to have an interview and training, and in November 2018, she was hired as a Customer Service Agent (Learnership). Her role involves answering calls from customers, managing customers' queries and assisting with any problems. This was a steep learning curve for Gabisile as she did not have any previous call centre experience. Yet through training and on the job learning, she has gained typing and computer skills, and she is now confident communicating with customers and dealing with different personalities.

As a valued member of the team, her manager sees great potential for growth within Startek | Aegis South Africa, and Gabisile herself is open to new opportunities.

Her longer term goal is to save up enough money to further her studies. She studied Primary Health Care at South West Gauteng College, and is

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interested in pursuing a career in social work or psychology. In five years' time, she hopes to be studying or graduating with a social work or psychology qualification. She would also like to improve her family's home environment and extend her father's house in Soweto.

Gabisile said:

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I AM EXTREMELY GRATEFUL FOR THIS
OPPORTUNITY. I HAVE LEARNED A
LOT IN THIS ROLE AND HAVE FOUND
THE TRAINING TO BE VERY USEFUL IN
HELPING ME TO MANAGE THE CALLS
AND PRESSURES OF A CALL CENTRE
ENVIRONMENT. I HAVE WELCOMED THE
CHALLENGE AS I CONSTANTLY STRIVE
TO PUSH MYSELF. I THOROUGHLY ENJOY
WORKING AT STARTEK | AEGIS SOUTH
AFRICA AND HAVE MADE A LOT OF NEW
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Gabisile is one of the new impact workers that Startek | Aegis has hired as part of its pledge to hire 500 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.