

HOW FAR CAN YOU GO?

CAREER PROGRESSION



CAREER PROFILE 8

NAME
TERINA MORRIS

CURRENT POSITION
ASSISTANT CUSTOMER CARE TEAM LEADER

LENGTH OF SERVICE
30 YEARS

Have you worked at JE since you left full-time education?

I left school in 1987 and didn't know what I wanted to do so I worked in Olympus Sports for 3 months. My parents spotted an opening with JE and told me to apply. I started as a junior before moving into the Cost Office as a Trouble Shooter, Accounts and then Customer Care.

CUSTOMER CARE

WONDERFUL COMPANY TO WORK FOR, TAKE EVERYTHING THAT'S OUT THERE. //

Team Leader ○





What was your first role at JE?

Junior in Central File. My role was opening the mail in the morning then taking numerous files around the company and distributing the correspondence. I had to fold by hand the majority of letters and accounts that the company sent out and frank them. I also had to serve tea and biscuits at the monthly board meetings.

What made you go for that role?

A family friend worked here and told my parents. I was only 16 then, I was so nervous as I had to walk around every department in the company, at that time Distribution was up Queens road. I had to learn everyone's name so that they got

the correct mail but it did me a favour in the end and I grew more confident.

How have your skills developed during your time with JE?

As you can imagine, I have picked up loads of skills over the last 30 years. I have been a trouble shooter for Finance where I became a Cashier, then in Accounts where I did Credit control dealing with Change of tenancies and payment schemes, my Manager was a great teacher.

Now in Customer care I deal with all queries and also the day today running of the department.

Only in the last year I have been promoted and in that time I have learnt so much; i.e. Management and Leadership development courses.

How has JE supported your career decisions?

They are very supportive and have a dedicated resource in HR looking specifically at how employees can develop in their roles.

Finally, what advice would you give someone just starting out in their chosen career?

Wonderful company to work for, take everything that's out there ie: courses.