

Transcript of the Dec. 8th episode of Talking Inclusion podcast

Christianna McCann

Hi, I'm CJ from NTI a nonprofit disability organization that offers free job placement assistance for work-at-home positions for disabled individuals and their caregivers.

Welcome to Talking Inclusion! Today we are talking with Tamie Hooper about her work-at-home job with NTI.

Hi Tamie, thank you for joining me today. Can you tell us a little about yourself?

Tamie Hooper

Well, uh. My name is Tamie Hooper. I've worked for the uh NTI contract for 14 years. I started as an OEC, worked my way up a couple years in. I was promoted to a seasonal assistant lead and then in 2016 I was promoted to a core assistant lead in the evening. So, I actually did all the chat work in the evening and then in 2020, December of 2020, I was promoted to a Team lead. I just kind of set those goals for myself and just drive to achieve the goal that I set, and I've always done that in my entire life, so.

Christianna McCann

OK, great.

Excellent. Can you tell me about your role at NTI and what working from home is like?

Tamie Hooper

Well, in the beginning an OEC, their responsibilities are they include, you know, taking those calls rapidly one after the other. They also include working through multiple windows, great customer service, placing orders for the callers. And then we also provide information to them, refer them to appropriate customer services. That type of thing. That's how I began.

As an assistant lead. That is a little bit more in depth. You are actually working with the OEC's on their performance and their quality of their calls and making sure that they're doing the right things, just responding to them and making sure that they are following the guidelines that is prepared by the IRS for us in the reference guide, we do as an assistant lead, they do shift reports daily and enter that information into our I coach for reporting. ow as a team lead. It's a little bit different. I implement an open-door policy with my team because I know what it is to be an OEC. I know what it is to be an assistant lead, so my door is always open, and we have professional communication. I allowed them, you know, they give me their feedback. I provide feedback to them and motivate them to be successful in their careers.

Umm, I also do some type of, you know, like real time coaching monitoring.



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I tracked their IT problems. They're scheduling problems. That type of thing in their payroll issues. I prepare daily shift reports. I entered their QA's until iCoach. Let me see, what else do I do? Monthly team meetings. I prepared that information for them. I give feedback. Actually, go through the assistant leads SR notes daily. Prepare my notes monthly for based on their coaching notes and what they're telling me. The OEC are doing. As I'm not on every single call all the time.

I also give feedback for the assistant lead, their annual reviews, and then again, you know, I work with my team leads, I train yearly, and I work with them to implement IRS's policy and NTI's policy.

Christianna McCann

And so um, what is working from home like?

Tamie Hooper

Well, I never wanted my disability to end my career, so my suggestion for anyone searching for a new path, NTI, telework, would be a good fit for you. **Working from home for 14 years has allowed me to work as a flexible schedule, part-time or full-time, whichever you prefer. And you know, it's a good way to make new friends, acquaintances, and just to be a part of a great team.**

Christianna McCann

Thank you. Great answers. What would you say to others that are considering registering for NTI?

Tamie Hooper

If you are motivated, organized, and have good communication skills, I urge you to apply it in NTI. We are here to welcome you to the team and help you achieve your goals and be successful as an OEC.

Christianna McCann

Awesome, uh, do you have any tips for people who are new to working from home?

Tamie Hooper

Well, if you want to put your customer service skills to work, the entire team is ready to help you do achieve those goals and take a chance be part of our team. Working from home is a great opportunity and just remember the commute. We don't have one and then also on the dress code is really relaxed like you can wear whatever you want.

Christianna McCann

Thank you so much for sharing your experience with NTI and I'm I'm really happy to hear that. You know, you like the position you like what you're doing. And meeting all these great people along the way. So, I really appreciate that.



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Tamie Hooper

Thank you for having me for having me.

Christianna McCann

If you are looking for a work-at-home position and are a disabled American or care for one, then look no further than NTI. Who knows?, you could even be Tamie's next team member! Your first step is to register for NTI at www.ntiathome.org

Until next time! Thanks for joining us.