

The MBA member services team, Part 4



**Myra
Warren**

MBA's focus is clear as we strive to offer our members customer service excellence. We ensure that we perform consistently and strive to deliver value-added experiences with the highest level of quality. We embrace the critical element of maintaining life-long valuable relationships with our members. Delivering exceptional value is an underlying objective.

One of our core values is to conduct our business with uncompromising ethics. We do the right thing simply because it's the right thing. It's imperative that we work together to accomplish the common goal that's at the heart of our business model. We're here to serve you, we always consider you, and we endeavor to make things easier for you.

For the month of April, you'll be introduced to more of our Member Services team. These individuals are here to answer and route your calls; ensure that requests for brochures, applications and MBA material are shipped; and to prepare the mail that you receive.

Aisha Briscoe-Gomez

Let's start this out by spotlighting our receptionist, Aisha Briscoe-Gomez:

How long have you been working for MBA? Four years.

How many years of experience do you have assisting callers as a receptionist? Eleven.

What do you enjoy the most about your job? Interacting with policy owners and working with the team at MBA.

Why do you think that it's important to still have that human touch of answering the phone instead of automating the process? The interaction is what people feel more comfortable with. People need to feel like they can really get help; the human-to-human contact makes them feel more at ease.

How long have you been married? Two years married; however, we've been together for 20 years.

Do you have any children? Two—one boy, Jeremiah, and one girl, Mina.

What makes you the happiest? Getting up every morning. It means that God said, "Girl, you're here; you're up!"

What's your favorite movie? "300." I love the action of it and the story line.

If you could choose to interview a person, alive or dead,

who would that be and why? My grandmother; she passed one year ago and there are questions about our family tree. She was born in 1934, so I know she saw a few things throughout her years of living.

What's your favorite holiday? Halloween, because of the colors of fall and something about it makes me so excited—could be the free candy.

If you could change one thing in the world, what would that be and why? The way people think and treat each other. I wish people could be less judgmental, and communicate more.

What advice would you give our members that will enhance their experience when they call MBA? Try to have your information readily available when you call; for example, the type of policy you have, so I can quickly route the call.

Billy Jenkins



Billy Jenkins

Now let's shift gears and spotlight our general clerk, Billy Jenkins.

How long have you been working at MBA? Two years.

What do you enjoy the most about your job? The freedom that I have to listen to music as I work—music motivates me.

How does your position enhance our service to our members? I have a supportive role. The things that you don't really think

about, like file retrieving, sending out mail and making runs to the post office when needed.

Your family has deep roots with NALC; can you share a little about them? My grandfather was executive vice president; my aunt worked in the Membership Department. My mother also worked in the Membership Department, and she met my father when he started as building engineer. He still works here.

What makes you happiest in life? Music.

What hobbies do you have that you would like to share? I play guitar and hockey, and I snowboard.

What's your favorite movie? "Step Brothers."

What's your favorite genre of music? This past year, I've been listening to everything.

If you could live in any other place in the world, where would that be and why? Canada—to play hockey and snowboard year-round.

If you could have dinner with a famous person, dead or alive, who would that be and why? Stevie Ray Vaughan, because he was very talented and I love what he did for peace and love in the world.