

Exceptional Experience: The Perfect Call

By Abena Amoako-Tuffour

Call it serendipitous, coincidental, or a small miracle; the way I came to work at the Global Health Coordinator in Dalhousie University's Global Health Office of Anesthesia, is definitely exceptional.

On Monday November 8th 2010, I walked into the quaint *Supertemp* office on the 12th floor of Duke Towers. I had no job and little savings. I was determined to get a job that day. The friendly receptionist greeted me when I entered and led me to a small room just behind the reception area to complete testing in Microsoft Word proficiency. I sat at the computer willing myself to remember everything I'd had to know when I came to the staffing agency a year before. As I awaited my scores after completing the test, I allowed myself a margin of error in my confidence and determined that they would call me after one to four days. After all, they called my friend four days after she had gone in.

My turn came for my interview with Georgie, the vibrant and observant Manager of Temporary Services for *Supertemp*. We began chatting about our travel experiences and when I reflected on my time in Rwanda, a spark seemed to light in Georgie's mind. "Wait a minute," she said, "What were you doing in Rwanda?" I responded that I was one of 20 youth chosen from 400 to participate in the internship program funded by the Canadian International Development Agency. In Rwanda I worked as the Governance Program Associate for a youth-based human rights organization.

"I have the perfect job for you" said Georgie. But no sooner did my ears perk up, than she continued with a groan, "but oh.... ooh no..."

'What is it?!' I wondered. Reading through the job description she had handed me I was getting excited. It seemed like just the right challenge and it related to my work experience and areas of interest. Georgie confessed, "I already gave the job away earlier today."

My heart descended from the cloud onto which it had floated, but only a little; I could see Georgie's mental wheel's turning. Though I really wanted the position, I told her that maybe I should let it go since I'd be away for three weeks over Christmas and didn't know if the employer would be approve of a long absence. Georgie thought for a few seconds then quickly Georgie picked up the phone. She said to the person on the line: "What would you say if I told you I had just the right person here for you?" After a couple of minutes, she hung up and turned to me: "They'll be expecting you tomorrow morning at 8 am."

With my heart back up on Cloud 9, I left the office nearly giggling with excitement. Mission accomplished!

Today, I coordinate the Global Health Elective and the Rwandan Resident Program, through Dalhousie University's Global Health Office of Anesthesia. The job relates to my interest in international development and allows me to maintain my personal connections to Rwanda! Georgie thought quickly and made a swift judgment call. However, she wasn't careless in her actions. She made sure that the young woman, to

whom she had initially given the job, got another position that suited her as well as this one suits me. Everything fell into place perfectly. When I saw this competition, I knew that I had to write about the professionalism, friendliness and great judgment call I experienced with *Supertemp*.