

## Meet: **Shannon McMurray**

Strategic Work Planning,  
Hattiesburg, MS

*“It’s hard to put it into words, but it is fulfilling just knowing that in the grand scheme of everything, you really helped someone.”*

Shannon McMurray smiles as she describes her department. She knows it sounds like something from a spy movie.

“I know ‘Strategic Workforce Planning’ sounds fancy, but it’s really just a lot of small things that help organize our staff,” she says as if trying to simplify something that isn’t easily simplified.

After all, to manage a workforce of thousands—all on various schedules, sometimes sitting at different workstations—requires a vast amount

of organization. In the Hattiesburg Call Center, some customer service reps (CSRs) handle Medicare, others handle the healthcare Marketplace. Calls need to be routed. Supervisors need to train and assist. Calls need to be routed to the right person, and that person has to have the right information at their fingertips. And at the heart of it all is Shannon and Strategic Workforce Planning.

Shannon knows that connecting all the various departments and the machinery of a large call center requires working

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together. As she pours over spreadsheets and the management software she uses, she knows she cannot simply move bits of data around to solve problems. Every solution requires working with her fellow employees to make sure the puzzle pieces all fit together.

“We are one team, one fight. Because we all have to talk to each other, bounce ideas off of each other, and work out problems that might require help from anyone from senior management all the way down to the CSR. So we all talk to each other and work out anything that needs to be worked out. It’s never a boring day.”

Like many in management positions at Maximus, Shannon started out as a CSR. Eventually, she qualified to work on both Medicare and Marketplace as a dual agent. And like many who have continued to advance their careers at Maximus, the motivation has always been simple—doing the best you can to help people.

“When I got into the Medicare field, I was starting to think about my parents. How would they want to be treated if they had to call in? So that’s how I tried to treat everyone. And so I want all of our callers to feel the same way.”

She continues, “It’s hard to put it into words, but it is fulfilling just knowing that in the grand scheme of everything, you really helped someone. These are people’s lives and they often don’t know how to handle a particular healthcare issue. You’re not just enrolling them in insurance. You’re making sure that they can go to the doctor. You’re making sure that they can get the medication they need. When you’re able to help them it feels really good.”