



## Meet: Crystal Hurt

Contact Center Manager,  
Hattiesburg, MS

*“It really satisfies me to help someone along in their career. It’s very rewarding to see that.”*

As a Hattiesburg Contact Center Manager, Crystal Hurt is responsible for as many as 200 employees. When her temp agency sent her to a call center in 2005, she never would have imagined that one day she would be responsible for the whole operation.

She says, “When I talk to customer service reps (CSRs), I give them my story and tell them, ‘Hey, I wasn’t even hired on as seasonal. I came in through an agency and they had to let me go after a short time because they didn’t need me anymore.’ But, I worked hard. And if you work hard,

you can get to where you need to be. Eventually, I was hired back.”

That hard work enabled Crystal to take advantage of the many opportunities that opened up over the years. But she never lost sight of the main purpose of the job. From the very beginning, she realized the unique joy that comes from a career in helping people.

“Right from the beginning, my favorite part of the job was being on the phone and being able to help people. I heard a lot of touching stories. It’s just very satisfying to

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know you can answer someone's questions, and help them solve their issue."

As a self-diagnosed "people-person" Crystal seems to have a natural empathy for the customers that call in as well as the CSRs.

"I encourage everyone to just kind of reflect and ask yourself, 'How would I want to be treated on the phone? How would I want my mom or my grandmother to be treated on the phone?' and just treat them the same way."

She is also quick to help others see that they can follow her example, and advance their careers at Maximus.

"I explain to them that a CSR isn't the last stepping stone for you. There's definitely growth as long as you want it. You can be anything you want to be here. Maximus offers a lot of opportunities for growth and different types of roles."

Maximus offers employees a host of self-guided as well as classroom training courses to help them reach out for additional positions. Whether it is on technology, management, leadership, or another in a long list of practical resources to help employees advance.

"It really satisfies me to help someone along in their career. I get to see the long view and there are plenty of people who I have seen advance. It's very rewarding to see that."

Fifteen years into her career, Crystal is proud to reflect back on her accomplishments. She has excelled at many roles and even won Supervisor of the Year in 2012. But all of that seems to be only a small part of the comfort level Crystal has at Maximus. She knows that what really makes the difference is the people.

"I love helping people. I just love being here because it's different every day. And in the end, it is just so meaningful to be in the business that we are in. We help people."