



Honoring flexible and supportive employers.

The Credit Department, Inc.

The Credit Department, a St. Paul firm that provides virtual, outsourced credit departments for mid-sized companies, was founded by Pam Krank when she had a one-year-old son. She knew that in order for the company to be successful, it needed to attract people like her who would be productive employees, even though parenting would be their priority. Over the past 14 years, Pam has hired mostly moms with young children whose multi-tasking and negotiation skills earned while parenting have greatly enhanced their abilities to work within a high-touch customer service environment like this one. These moms, some of whom work or have worked from home, earn wages averaging \$18 per hour, and have the ability to work around their children's schedules.

When the children are in preschool, the employees can consolidate their workdays to a few days a week to minimize day care costs. When the children are school-aged, TCD allows the moms to begin their work day once they get the children on the bus and be home to meet the bus in the afternoon. Employees set their own schedules around their children's needs; employees are allowed to choose both the projects and total hours they want to work per week. This flexibility has allowed the company to build a loyal workforce with an average tenure of 10.

"As a mom, it's very hard to balance work-life with the needs at home," says one employee. "I met Pam in an early childhood family education class when our children were preschoolers. Now our children are in high school. My work-family issues have changed throughout the years, and I'm so grateful that TCD has supported me in working and in raising 4 daughters."

A second employee says, "My twins were just 6 weeks old when Pam hired me. Now, they are in middle school. I really appreciate planning my own work schedule around the needs of my children. When the kids have been off school or out ill, Pam has allowed us to bring the kids to work. It's so important to know you're supported at work when you need to leave for kids' doctors' appointments, their school activities, etc without feeling guilty for leaving work. We all support each others' needs to put our families first and yet still get our work done. Everyone works together to make this happen successfully. Pam has created a work environment that would be hard for employees to find in other places, and we appreciate it."

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For more information, please visit www.worklifechampions.org.