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**Kerrie Mitchell**

Customer Service Representative

# A Rewarding Duty

Dear Epoch VIP,

Since my part-time job in college at a golf course, most of my working life has revolved to some extent around sports. I was always exposed to sports and different sporting events, and they've become something I like to follow.

Lately, things have changed in the sports world. With all the sports being delayed or even postponed for quite some time due to the CCP Virus—and even as they begin to come back now, I can catch sports from time to time, but it's just not the same involvement. It's not quite the same feeling anymore.

It seems everything that's going on these days is even affecting our sports entertainment. Something I used to watch to get away from the news and politics is now filled with it.

Everybody seems to carry an opinion, and everybody seems to want to use whatever platform they have as their voice. I'm not necessarily opinionated about whether they should, but one thing I know is that **all these different voices speaking at once make it hard for people to know what, or who, they can trust.**

It's something I've been seeing a lot as I work with people on the customer service chatline. A few weeks back, the 2020 election was almost a daily topic. It seems hard (and this is the impression I get from most people I speak with) for them to find the truth, or to believe what they're seeing and hearing. They feel like there's an agenda being pushed from all sides and all angles.

Some of the people I talk with express how they would like to give The Epoch Times a try in an attempt to search this out, to see if we're the source of truth they've been looking for.

I also get subscribers who have already been with us for two months or even two years. The appreciation they show for finding us and for our being around is unparalleled. People are praying for our safety and success. They express their appreciation for us being out there and for all that it means to them.

I always try to share my experience and the reasons I support this company with both groups of customers.

I often tell them, **“I completely agree with you, and that's why you got me today. This is why I'm here, and why I dedicate my time to this company.”**

It's because I support and believe in our mission—the mission to report the truth and be a news source people can trust. It's just too hard to find, and these days, it feels like we're an anomaly.

But that's not the only reason I do my job. Some of you are simply a blessing to work with.

A while back I was chatting with a lady that said, “This feels like one of the most lighthearted, happy conversations that I've had with anybody in a long time.”

And it wasn't even a conversation, it was the two of us typing over a computer screen to each other. She wanted some information about the election and I was able to provide her with the infographic she needed.

She was just so completely grateful that there was a media outlet just trying to provide facts rather than push an agenda or opinion. It really moved me.

It feels very rewarding when I find people like her. It makes me feel like it's part of my duty and my mission to help this country and provide truthful information. Only when we're able to consume content that is based in fact are we able to look at things and decipher what is right and what is good. Because of that, I think my job is the best way for me to help society.

My work at The Epoch Times is an obligation—it's a way that God has given me to assist my fellow humans. **For me, it's something I'll do forever, as long as I can.**

*In truth and tradition,*

Kerrie Mitchell  
The Epoch Times

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