

## Q&A: Angela Smith, 2017 Operations Professional Employee of the Year

Benfield Electric Co. Operations Coordinator Angela Smith has covered the walls of her office with sticky notes. She has three desks in her office and each is covered with piles of paper.

It's a system she has perfected since beginning at Benfield Electric Co. in 2013.

Since then, she has dedicated herself not only to Benfield Electric Co., but also to her education. Her hard work and contributions to her company helped Smith become the 2017 Operations Professional Employee of the Year during the 2018 Continuing Education Conference in Atlanta, Ga.

During Smith's first two years at Benfield Electric Co., she took TEGG University courses to first receive her Associates Degree, before earning an Operations Coordinator Bachelor's Degree.

She credits the team at Benfield Electric Co. for always pushing her to be the best she can be, and to strive to better herself and further her education.

Shortly after starting at Benfield Electric Co., she married her best friend of 12 years, and devotes the majority of her time to her two children. She pushes her two children to be the best they can be and to work hard for what they want. As a mother and hard worker, Smith persistently strives to be the best she can be, which she also instills upon her family.

Along with the team at Benfield Electric Co., Smith said she credits TEGG for her success in her current role.

"I truly love TEGG and the franchise network as a whole," Smith said. "I would not be where I am today if it weren't for TEGG giving me the opportunities to better myself."

**Q:** *What is the most challenging part of your job and how do you overcome it?*

**A:** "It's being pulled from all directions, then having to come back and remember where you left off on my own work. My wall is covered with sticky notes and my desk is covered with notebooks, filled with all my meeting notes to follow each day.

"It is never easy remembering everything from TEGG calls to regular Commercial Service calls, so sticky notes come quite handy!"

**Q:** *Operations has a lot of responsibilities, ranging from client billing, team scheduling, reviewing upcoming work and doing company reports, just to name a few tasks. How do you successfully manage all the moving parts that come with your position?*

**A:** "Well, my office is never clean – there are papers everywhere and notes all over the boards in my office.

"I have three desks in my office with the weekly projects needing to be completed on them. I have boards to write jobs on, to try and maintain organization – it's all one big cluster!

"The work overload is worth it at the end of the week, and after the job is complete. My accumulated field and training knowledge allows me to not only efficiently prepare reports, but also to assist with the solutions. I typically prepare the preliminary solutions, which I review with management before I create the report presentation."



Robb Cohen Photography & Video

**Angela Smith, Administrative Support at Benfield Electric Co. in Manassas, VA, was named the TEGG 2017 Operations Professional of the Year during the 2018 Continuing Education Conference in Atlanta, GA.**

**Q:** *How does the TEGG system help you in your day-to-day role?*

**A:** “The TEGG system has the structure you need to succeed with anything.

“TEGG gives me the tools to operate in a more productive and efficient manner. To enhance my ability to implement best practices, I’ve dedicated many hours working with our techs in the field. This includes on-site night and weekend preventive maintenance work, PSE and arc flash data collection. Field time has helped me fully understand and appreciate what is necessary to support their efforts.

“And yes, I do have my own set of tools!”

**Q:** *What’s the most rewarding part of your job?*

**A:** “I have gained so much knowledge in the office by working with my co-workers to going into the field with my technicians. Of course, my biggest reward is taking sticky notes off my walls or scratching a task off my list once it has been completed.”

**Q:** *What advice would you offer other Operations Professionals to also be successful in their companies?*

**A:** “Don’t get overwhelmed with all the work that comes with the position, but look at it as an adventure. Set goals for yourself – not necessarily big ones, but ones you can achieve on a monthly basis, then set goals for yourself for the year.

“You will see that this will help you in all aspects of your life.”

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