

Q&A: Shelli Willmorth, 2018 Operations Professional Employee of the Year

When Shelli Willmorth first applied for a position at Seahurst Electric in Everett, Wash., she didn't know anything about electrical systems or maintenance. She applied in 2016 for a job at the company's front desk, but was offered a different position – Operations Coordinator.

"The previous Operations Coordinator was leaving the company, so they offered me the position," Willmorth said. "I reluctantly accepted, but didn't know if I could do the job because I had no electrical experience."

Willmorth accepted the position and was trained over the phone by the previous Operations Coordinator.

Over the next three years, Willmorth dedicated herself to learning the ins and outs of being an Operations Coordinator, and, in 2018, achieved her Associate's Degree and Operations Coordinator Bachelor's Degree at TEGG University.

All of her hard work paid off during the 2019 Continuing Education Conference, when Willmorth was named the 2018 Operations Professional of the year.

Willmorth credits the team at Seahurst Electric and their outstanding work ethic for helping her succeed in her role, along with the support she receives from the ABM Franchising Group Support Team.

"I sit out in the open at my double desk, in front of my team's offices, so they can easily 'yell' out their doors to me if they need something," Willmorth said.

When not with her team at Seahurst Electric, enjoys spending time with Tim, her husband of 34 years. Together, they have three children and three granddaughters, with another on the way in June. The family can often be found at their local campground with friends or extended family.

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

A: "I would say having too many different things to do at one time and to try to prioritize them in order of importance. I keep daily and weekly to-do lists going at all times.

"The other challenge has been learning as I go along. I knew *nothing* about electrical systems or service when I started at Seahurst, and I had no idea what TEGG even was."



Robb Cohen Photography & Video
Shelli Willmorth, Administrative Support at Seahurst Electric in Everett, Wash., was named the TEGG 2018 Operations Professional of the Year during the 2019 Continuing Education Conference in Atlanta, GA.

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: “It takes lots of lists and sticky notes! I sometimes have three different lists going at one time, and some say that I have a bit of OCD, so that probably helps, too!”

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

A: “I like the organization of the TEGG system. I can quickly find any information out about our clients with just a few clicks.”

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

A: “I would have to say that the most rewarding part is being a part of a new client agreement from the moment it is booked, until the day the report is delivered.

“Next on my list would be to finally mark the last item off of the to-do list for the day or week!”

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

A: “It’s important to try to not get too overwhelmed with the volume of work, which is easier said than done. The work never ends and you’re constantly busy, but you will succeed and get items completed. My TEGG team understands that there is only one of me, and only so much can get done in a day.

“Always have a smile on your face and be willing to help out in any way that you can. It’s important to stay focused, be organized, find the joy in each day and stay positive.”

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