



Employee Spotlight – Steve Spence, Inside Sales



What is your job title and what does the position entail?

My job title is inside sales and it entails several things for the customer and for the sales force in the field. I am in charge of quoting to customers that send their requests straight to us since they know exactly what they need. I will also take calls from customers that need assistance and direct them to the appropriate engineer or find the information needed from a vendor. There are many times when a salesperson is on the road and will need to a quote sent to the customer they just left. The salesperson may also need information about some a product and need me to look it up just be sure of the specifics. I will support the sales force every way I can as they are working hard to bring success for the customers and to ACS.

Another responsibility that I have is to arrange the classes that ACS hosts for our customers. I promote the events and make sure that the details are taken care of so that our customers will have an enlightening and enjoyable experience.

How long have you been at ACS?

I have been at ACS since March 13th of 2015

What do you like best about working at ACS?

I really enjoy the people at ACS and our customers. It is also great to be a part of solving problems for customers and helping them to their best.

Can you tell us a little about your background and how it helps you in this position?

The largest part of my background was with Delta Airlines. I was an International Load Controller for 12 years which helped me pay attention to detail, learn different systems, and work under time constraints. We had to be very precise with our numbers and make sure that the pilots were as informed as possible about what they were carrying, weather along the route, and how much fuel they could burn.

I worked in the large distribution plant that Avon has in Suwanee, GA for a couple of years as a Line Balance Analyst which gave me experience in automation. I was charged with positioning merchandise within several automation systems to ensure the fastest throughput for order fulfillment.

Another part of my background is in the Energy commodities market. I worked with a company called Sterling Planet who bought and sold energy commodities for the renewable energy market. This part of my background exposed me to customers in a way that I previously had not had experience

My degree in Industrial Engineering helps me understand the importance of quality control and the impact that an efficient process can have on an operation.

What are some key lessons you have taken from your career thus far?

One of the lessons I have taken from working are that most things happen as a team. Very rarely is something accomplished by your efforts alone. It takes all of the people involved to do their jobs well to get great results.

I have also learned that every person has a very different view on how to accomplish a task. It is extremely important to get all viewpoints on the table so that the best solution can be found. Problems are usually best solved with a mix of different people's ideas.

Lastly, I have found that the best lesson is how important it is to listen to others with intent. Make a point to fully grasp the needs of those you are dealing with and allow yourself to see things from their perspective.

Describe some of your hobbies – what do you like to do outside of ACS?

I have a wonderful family that I love spending time with. My wife and I are very active and we like getting our 6 year old involved too. I love to surf, snowboard, skateboard, rock climb, hike, and cycle.

My most recent interest has been triathlons. My goal is to do 2 off road triathlons this year as well as the race the full Georgia State Championship Mountain Bike series this year. In the winters I like to race cyclocross.

What is one thing your customers might find surprising about you?

I want to build a tiny house.