

**Meet Alyssa McGrath, Lerch Bates Consultant since 2010**

Background: Upon graduating from Iowa State University, Alyssa spent 14 years in the elevator industry in various service sales, modernization, and general management roles in the Boston market for major elevator companies. She gained a strong understanding of the business through her experience and has become an industry leader at Lerch Bates.

Why did you go to work for Lerch Bates? At one time in my career, a Regional Manager at LB took an hour of his time to speak one on one with me and gave me great industry and career advice, and for that I owed a great debt of gratitude. We always kept in touch, and I prioritized my deliverables to them whenever they needed something. Later in my career, an opening came up and they reached out to me about a potential role. It took a little while because I was fully into running an operation downtown Boston, but we spoke about the people and the culture, and that is what resonated with me the most. After meetings with the leadership team, it was an easy decision to make. I wanted to be a part of their team!

What did you think a consultant did verses what do you actually do? I thought a consultant just looked at equipment and gave advice. Yes, I knew they did design/analysis, but I thought most of their time was just providing expert advice to clients when they needed it. Whatever you look at, you test, you read, or talk to someone about, you have to write a report. That is our deliverable. I like to write, which helps a lot in this role because we spend a fair share of our time doing just that. I was also hired as a Regional Manager, so I thought there would be more management activities, but I really do a lot of project work, which I enjoy. I love to work with clients and help them resolve the issues and problems they face.

What do you like best about working at Lerch Bates? I like problem solving and being the one that offers solutions. I am also an employee owner because of our ESOP, so the more value I provide to our customers, the more customers come back, and that results in a larger impact that I can make on its performance, and the better we do as a company, the more we all share in that success. The leadership team understands that we aren't "employees", we are people, and they treat us that way. I am proud of the company we are and the reputation we have. It is great working for a leader in this industry.

What are the things that the Strategic Account Team is responsible for? We work with a variety of types of clients all over the world, and we work with everyone from the President of an organization down to the on-site engineers, so communications and needs can be vastly different. Our contracts can vary from certificate management, to modernization scopes/project management, to service audits, to national design projects, so the work varies and that is what makes working in SAT very exciting. Every client is different, and every contract is different as well, but LB is small enough so that we can be nimble in what we do and make accommodations to our work based on client need.

What is different working for a consulting firm verses other jobs in the industry? First and foremost, I am a partner with the client. I am a resource that they can rely on. You aren't out selling only your solution, whether it is right or not. My job is to find the best solution, and that is a great feeling, and when you walk into a meeting, you truly do feel a sense of pride about being there and being part of the team, not just a vendor.

What is the most common feedback you get from people that work in the VT business? Elevator contractors say that Lerch Bates is reasonable and that other consultants want to bully them and beat them down whether it is right or not. I hear Lerch Bates decisions are always based on contractual requirements and our dealings are equitable, and they appreciate that. We are also good at educating our clients about what to expect when we go into meetings with them.

What do you like to do for fun? I love being a hockey mom, I compete in body building, and lift and run.