



Meet Carl Cary, Lerch Bates Consultant since 2015

Background: Carl's professional career started in the equipment rental business before he jumped into the elevator industry. He spent 7+ years selling new construction projects throughout Washington state. After a short stint in the door business, Carl became an LB team member, where he has grown his understanding of all aspects of the vertical transportation industry.

Why did you go to work for Lerch Bates? I've always considered consulting as the penultimate position – a position of reverence. Since I spent my early career in new construction sales, I didn't think I had the right background for the role. My impression was that consultants were all "modernization experts," which was an aspect of the business in which I didn't have much experience. I was excited to learn that wasn't necessarily the case, and that I could leverage my extensive new construction skills while learning more about the modernization aspect of the industry. I also enjoy the ability to have full and honest conversations with customers and help them find the right solution, rather than just providing what is possible from a specific company.

What do you like best about working at Lerch Bates? I'm fortunate to work with a group of people whom I have always respected in the Seattle market. I enjoy the variety of work and getting more exposure in the modernization and service sectors. Presenting to boards and other clients is another aspect that makes my work very interesting, along with the ability to continue to grow my understanding of the technical aspects of the industry.

What does your typical day/week look like? I try to setup my weeks in a manner that works best for me. I use Mondays to set the stage for the week and Fridays to wrap up the work I must complete. The rest of the week is spent doing a variety of tasks: meetings, site surveys, conference calls, audits, and report generation. I have the freedom to build my schedule to complete my work in the manner that works best for me. Our "product" is documents – specifications and reports – so we must be comfortable sitting down and getting these done. LB prepared me in my interviews for this requirement, which may have even been undersold, so we must be able to work independently, write technically, and be well organized.

What activity to you enjoy the most in your job? I love doing modernization surveys and speaking to boards and condo associations, which some may think is crazy. My background is in new construction, so working with architects to help them design their projects and see how a job comes to life from a blank piece of paper is familiar and enjoyable.

What is different working for a consulting firm verses other jobs in the industry? A lot! You must become familiar with everyone's products because that is the greatest asset in helping your customers. Clients are much more accepting of your input and welcome you to voice your opinion on what they need. They ask for your help to direct the future of a project instead of seeing you as someone trying to sell them something. I'm also not asked about what my "sales funnel" is on a daily basis, so that is nice!

What are your biggest challenges at work? The technical writing of reports. We are not working with reports where everything is a "click box" or drop down that completes the document. You must be able to communicate complicated concepts to people who may not understand everything you are saying. It isn't insurmountable, and is something that I get better at and work on daily. Time management is also important, but that is typical industry wide.

What advice would you give to VT industry people in working with consultants? Read specifications closely, because the information is there for a reason, and then provide your proposal based on those specs. Also, communicate effectively with us, because we can help you understand what is important to each customer and their projects.

What do you like to do for fun? Family time, snowboarding, being a community leader.