



the path to **SUCCESS...**



Jodie Klopfer Director of Client Operations

West Business Services just keeps growing, and in my tenure here I've had incredible opportunities to work with a variety of new and prospective clients. Our successful track record, as well as our future expansion plans, will provide you with tremendous opportunities for advancement within the organization. Just look at my story!

I joined West Business Services in 1999 as a sales associate promoting our client's new medical tape to hospitals. My previous experience in management and marketing research helped me understand processes and financials and allowed me to develop into a strategic thinker who produced sales results for our client.

That experience and knowledge, along with my acquired leadership and mentoring capabilities, have really helped me advance quickly! I was promoted to program manager one year after joining the company. This role involved overseeing the day-to-day operations of three sales teams, producing client reports, hiring and training new hires, as well as facilitating one-on-one and team meetings.

Shortly after this promotion, I was chosen as the first senior sales manager at West Business Services. This promotion afforded me the opportunity to manage operations and develop sales strategies in support of multiple client medical programs, composed of 50 representatives on eight teams. In 2004, I was again promoted to business director, where I assumed additional strategic operations and financial planning responsibility. Today I manage six clients, nine programs, 18 managers, and 129 support/sales associates.

What great opportunities – my three promotions in five years took me all the way from sales associate to business director! I currently manage programs at two of our business centers and was responsible for successfully launching our healthcare expansion in San Antonio, TX.

Ken Kreie Director of Training & Quality Support

When I joined West Business Services, I brought with me a solid background in sales and management, specifically in consumer packaged goods and services. I began my career at West as a sales manager with a team of three sales associates and a support specialist. It was our responsibility to hit specific sales quotas with a number of existing large retailer and distributor accounts.

After working in a sales manager capacity, I was ready to pursue a career in training. When the opportunity presented itself, I applied for a corporate trainer position and was fortunate enough to be selected for the position. As West Business Services' client base grew, and as the tasks and responsibilities in the training department expanded, I was promoted to training manager. The excitement continued as West Business Services began opening new sales offices. This growth prompted the need for a training director position, and I was promoted into that position. It's always been my belief that if you do a job really well, opportunities present themselves. I've never stopped striving for the next opportunity. The day I was promoted to director was the day I set my sights on becoming a vice president.

During my tenure with West Business Services my skill set has grown in a number of areas – my computer skills have skyrocketed, and I've learned to formalize a sales process and follow it. Because I aspire to continue growing with the organization, I always take advantage of the tools and training available to me. I'm not just saying this because I'm training director; West Business Services offers various training programs to enhance the skills of those who want to succeed.

Just like my story, opportunities continue to surface for many within the organization. Our growth and expansion, along with a diversified client portfolio, opens the door to career advancement. In most companies, you would have to wait for someone to leave the organization before an opportunity for promotion presented itself – at West Business Services, opportunities present themselves on a daily basis!

