



## Where You Can Learn More

Missed an Equipped Live? Looking for an article that you remember seeing in Equipped? Want to see photo and video examples of equipment built by members of the IFMC? Want to share with friends and family what it is you do at work? You're in luck!

ESI shares information about their clients in a variety of ways, and the good news is you can access that information anytime you want!

The last page of this publication has links to ESI's various social media accounts.

You can also find archives of Equipped Newsletters here:

[Newsletters – Economic Generator Network Inc.](#)

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## The Center for Competency Development

When it is difficult to find people for open positions, and even more difficult to find people with the needed competencies, new solutions must be explored to address the need. That's where the Center for Competency Development comes in. A training schedule that started for hires at Reacher Mfg. Corp., is being expanded into a more robust program intended to assist other ESI clients to hire competent, trained, employees.

How does it work? New hires who are interested in the program apply and are interviewed. If successful in that process, they are hired and enter The Center for Competency Development (The Center). They are assigned a mentor and spend their initial weeks training at Reacher Mfg. Corp. Working their way through self-paced modules, they learn safety, basic tools, fasteners, chain of command, time cards, basic or introduction to print reading, measuring, and more. They then move into various assembly training stations and could potentially expand into more advanced areas like welding.

Once a new hire has completed all basic modules, other ESI clients who have needs to fill then have an opportunity to invite the individual to consider their team for a period of time. The ESI client and the newly trained employee would have 30 days to determine if the position will be a good fit.

If the employee is a good fit, the ESI client is expected to cover the training costs for that individual by reimbursing The Center. If after 30 days, it is clearly not going to be a good fit, then the new person can go back to the drawing board and potentially try out another ESI client, working closely with ESI team members in the process.

ESI clients have access to people who are trained in a way that fits the IFMC culture and needs and provides them with the competencies to be successful. New hires get paid to work while they train. Training includes only the topics necessary for success in the IFMC - no additional modules are required. Training is self-paced. Partnerships are required for success of this program so places like Alpena Public Schools, Alpena Community College, and Industrial Arts Institute could potentially assist with the training, receiving payment for their work. Program participants can explore different areas of work done by ESI clients and get a feel for what might be the best fit for them.

The Center is part of the Economic Generator Network - a non-profit organization with the mission of continually improving the economic vitality of Northeast Michigan citizens by solving product-related problems for people around the world.

## Upcoming Events

### New Employee Orientations

#### Details:

Each presentation is scheduled for 90 minutes, and can be attended live or virtually.

For new employees (on the job four months or less), there is no cost. For employees who have been with the IFMC for more than four months, there is a \$40 fee.

Registration is required. Contact Becca Aikens at

[Becca.aikens@kabu.net](mailto:Becca.aikens@kabu.net)

### Equipped Live

These live broadcasts are held monthly. They are scheduled for 15 minutes (but can take up to 20 minutes) and cover a specific topic related to the IFMC every month.

February's Equipped Live event will be on February 27th at 6:00 p.m. An invitation with more details, including the topic, will be sent in the week prior to the event.

## A Dive into Axis Resources Corp.

It takes a significant amount of work for ESI clients to be successful. One organization that does a lot of work to support ESI clients is Axis Resources Corp. (ARC). ESI met up with ARC Leader, Diane Taylor, recently to learn more about the work of ARC.

ARC has two separate functions. First, they handle several administrative tasks, and second is their credit and collection work.

The administrative work that ARC team members are responsible for includes entering timecard data for payroll, answering incoming phone calls for nearly 100 different businesses (which is often more than 200 calls per day), sending literature to perspective customers, massive scanning projects, preparing the conference room and greeting customers, and additional administrative work that comes up for different ESI clients. This is a tremendous amount of work that requires people who are highly organized and have exceptional accuracy.

When it comes to credit and collection (risk management), it is more than simply calling on customers who owe money. ARC ensures that the value produced by the IFMC IBUs is captured in the form of prompt payment for the products produced and services provided. They are responsible for completing daily deposits for all outside sales companies as well as manufacturing companies right down to dropping the deposit at the bank. ARC is responsible for completing New Vendor Forms for customers to begin to do business with us. They review commercial credit reports of new customers to set appropriate credit terms as well as update reports for existing customers to ensure a customer's credit standing is good upon placement of a large order or when there appears to be a decline in a customer's payment activity to make sure the customer should continue to receive open account status, etc. ARC team members will also enter into negotiations with the customers regarding those credit terms if needed. They also generate invoices according to the set milestones and follow up for payment to ensure the process of a job goes smoothly. At times, if there is a delay in payment, they will place the job on hold until payment does arrive to ensure efforts are not being made unnecessarily.

They work with auditors several times a year to ensure all proper protocol is being followed. ARC also investigates short payment of invoices in instances where the customer purchase order does not match our invoiced dollars. They also fulfill W-9 requests, complete invoice copy requests for our customers, and answer customer concerns regarding payment.

The ARC team takes pride in providing exceptional customer service as they are often the first point of contact a new customer has with someone within the IFMC. Having a real person answer every call instead of a recorded messaging system is important to that positive customer experience.

Diane said that finding people who enjoy working in collections is one of the challenging things about ARC, but that once she finds the right people, they love the work and find it to be a challenging and fulfilling career opportunity. It can be a rewarding feeling to get that tough collection from a customer who wasn't initially paying as committed.

ARC provides a tremendous amount of work that supports the work of IFMC businesses. Although much of it happens quietly or behind the scenes, it doesn't indicate that the work they do doesn't matter – it does and adds significant value.



Pictured: Averie Leeseberg and Ashley June

## Internal Job Board

At the beginning of 2021 an internal job board was rolled out. This job board houses employment opportunities that are either only available to current IFMC team members or that would give greater consideration to a current IFMC employee.

The internal job board is a great place for current IFMC team members who are looking to grow in their career but are not able to in their current position. The job board is not for people who simply want to job hop.

Accessing the internal job board is simple. Visit [www.358-jobs.com](http://www.358-jobs.com). Click on the “opportunities” tab. Choose any of the “internal” positions (they are labeled or there is a check box to choose to see only internal job postings), and sign in if you are already registered, or register. Once approved as a current employee you will be able to sign in and view the internal postings.

Questions? Contact Jackie Krawczak.

## More Robotics Support From ESI



Employment Services, Inc. is proud to sponsor FIRST (For Inspiration and Recognition of Science and Technology) Robotics Programs in the areas ESI has clients. A donation was recently made to the Atlanta Community Schools Huskies Robotics Team 7244.

Pictured are nine members of their more than 30 member team (significant growth from their initial 11-member team their first year).

## Facility Tours for Current Employees

One of the many services offered by ESI is facility tours. These tours are often for parties outside of the IFMC - like groups from high schools or colleges. Sometimes, though, these tours are for teams from within the IFMC.

Recently, several tours were arranged for team members of Reacher Mfg. Corp. They toured four different buildings and now know more about how parts and pieces make it to their shop for assembly.



## Leadership Brags

The following brags were submitted to ESI for publication.

Julie VandePutte would like to share praise to the entire NorthAmCon, Inc. team for hitting a record setting year of 150% growth in 2022. She would also like to include a special shout out to both Andy Muth and Ben Maleport who each contributed to NMI's growth with individual record-setting numbers.

Alicia Kleiber, OM1 Operations Manager, wants to share a portion of an email received from a customer that gives praise to the OM1 team: “We sincerely appreciate your going above and beyond to help us through this highly important (and very remote) time sensitive situation. Your commitment to providing us and them with top-notch customer service is worthy of the highest praise.”

Submitted by Wayne Morgan on behalf of his entire team, congratulations is in order for Gene Hornyak! Gene is celebrating 30 years with Omni Metalcraft Corp. Gene spent most of his time in sales but has played a significant role in training and mentoring new hires in sales and customer service. His dedication and efforts have added significantly to the success of Omni Metalcraft Corp.

Leaders may submit information for future editions (new hires, promotions, retirements, completed trainings, etc.) to [jackie.krawczak@kabu.net](mailto:jackie.krawczak@kabu.net).



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# Your Health Matters

A message from USI, ESI's health insurance broker.



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