

# Spotlight

A publication of Spotts, Stevens and McCoy



SPOTTS | STEVENS | MCCOY

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## Our work touches everyday life.

From the water you drink to the air you breathe to the buildings and communities where you live, work and play.

Spotts, Stevens and McCoy is a family-owned regional engineering, environmental, and surveying firm serving local and global clients. We engineer solutions for a better world. Our work touches everyday life; from the water you drink, to the air you breathe, to the buildings and communities where you live, work and play.

### EXPERTISE

- Building Engineering
- Site and Civil Engineering
- Survey, Data Capture and Modeling
- Water and Wastewater Engineering
- Construction Phase Services

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## Turning the Spotlight on SSM

We are more than a typical engineering firm. If we were just an engineering firm, we'd assess, we'd solve, and then we'd cross it off of our list. But we're not just an engineering firm; we're so much more. We're a firm that believes our people are your people. We're a firm that believes in innovation; built on a solid foundation. We're an engineering firm that believes in improving the quality of life for clients, employees, and all of the people touched by the work we do.

We believe our work is important; our clients' visions are important; and the passion to make good work happen- is the most important strength that we bring to every table.

We keep our schools and community buildings safe from environmental hazards. We support growing and expanding businesses and hospitals. We help municipalities prepare and protect their infrastructure and resources. We keep water fresh and we keep air clean. We bring old buildings back to life with cutting-edge technology and leading-edge designs. We evaluate; we collaborate; we innovate.

With offices in Reading, Lancaster, Lehigh Valley, and West Chester, we want our communities to know that, we don't believe in just getting the job done. We're here to help. Because our purpose is to help you stick to yours.

### 5 Things You Should Know About SSM:

1. Our purpose is to help you stick to yours.
2. Because what we do best, is what you don't.
3. And when we provide seamless, timely solutions - our clients get to focus on the core of their business.
4. So we invest our four core values into everything we do. Pride, Quality, Teamwork, Integrity
5. Because at SSM, we're in the business of problem solving. Challenge, Service, Solution. We've got you covered.

“I knew returning to SSM was the right choice for me because they’ve got heart. I know, it sounds cheesy. But after working with another company, you realize just how much SSM truly values their work and their people. Each and every project gets the attention it deserves. Personal and professional growth is never stifled. And the people... I can’t say enough good things about all of the amazing people. When I returned, it felt like coming home.”

—Katie Baltzley



## Welcome Home

For years we have admired the natural beauty of the boomerang. Thrown in the right direction, nurtured with the correct velocity, and trusted to fly, the boomerang will always return. It’s for that reason that we have always opened our arms to welcome our own boomerangs back to their home.

We call them the Boomerang Club. They’ve got a custom SSM boomerang decorating their offices, and currently they make up 18% of our SSM team. They once followed the path of the boomerang: left to fly in a new direction and then returned home to SSM. To those employees, we’re glad you’re home.

We know that sometimes great employees leave. While the reasons why may vary, it’s a part of being in business. We also know that sometimes they come back. Over the years we’ve learned that welcoming boomerang employees adds value to our organization- extending our mission, expanding our expertise, strengthening our capacity, and solidifying our culture.

From a business perspective, rehiring a previous employee reduces the expenses associated with traditional recruiting and onboarding. But more importantly, while they were away they gained new skills and are bringing that learning and experiences with them. As a result, greater opportunities for SSM and our clients.

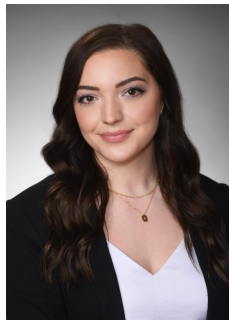
At SSM, our people are more than just the work they produce. They are the heart, the passion, and the joy that makes SSM home.

## Welcome Back

Katie Baltzley is a GIS Analyst in our Water Resources Department. Katie graduated from Millersville University with a Bachelor’s in Geography and minor in Meteorology.

Katie specializes in developing integrated GIS data management strategies to support a variety of environmental, municipal, and industrial projects. She creates workflows that tie mobile field technologies with web-based office applications to streamline full cycle operations management.

Katie worked at SSM from May 2015 to June 2020 and returned to SSM in May 2021.





## From Sporadic to Intentional Mentoring

At SSM we believe in building relationships and nurturing growth. It wasn't long after the COVID-19 crisis began that SSM team leaders identified a mutual concern:

*How do we continue to mentor our young engineers?*

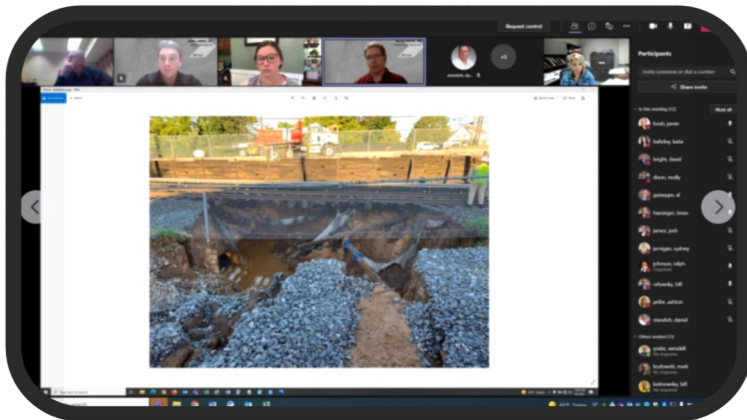
**Sporadic mentoring-** it's those moments in the office when you have a unique project or a complex solution. All it took was a quick yell out the office door to our new team members. Invite them in to "take a look at this" and a learning experience was born.

When SSM offices made the switch to remote work, these opportunities for learning didn't come with us. Our strategic office placements and deliberate seating arrangements weren't as effective when we all began to work at home.

We recognized that for this new work environment to be sustainable over the long-term, it was an undeniable priority: these opportunities for sporadic mentoring, needed to become intentional.

Our team quickly adapted, implementing a simple solution: **intentional mentoring**. In other words intentionally inviting our less-experienced team members to virtual meetings. Allowing these team members to be a fly on the wall - or, a fly on the call. This meant taking deliberate steps to create these very important sporadic moments. So now, instead of yelling down the hallway, we're texting and dialing someone into a virtual meeting. But the result is the same— learning.

As we continue to work in a hybrid environment, we are strategic about how we mentor our team members to become experts in the field. Every day our teams find new ways to be innovative in getting the job done and creative ways to share the solutions with their peer network.



## SSM Rookie Club

This month we graduated 3 employees from our SSM Rookie Club! Want to know more about it? Here are some common questions, answered!

### What exactly is the Rookie Club?

We view the Rookie Club as an opportunity for SSM to learn more about what it's like to be a new employee on the team - straight from the source - our newest employees!

### How do you join the Rookie Club?

All new hires (boomerangs included) are drafted into the Rookie Club. Membership is extended to all new hires; and is active for 365 days from the first day of employment— their Rookie Year.

### What does the Rookie Club do?

Our new employees bring experiences, connections, points-of-view, and fresh perspectives. In keeping with our core purpose and our core values, we work with our Rookies to collect feedback.

### Is it like extended training ?

Let's be honest, the first days of a new job are busy, and sometimes overwhelming. So, yes, Club meetings are an opportunity to ask those questions you didn't get to during your early days. But that's not the focus. We want to understand what the experience was like and gather feedback about how we can improve what we do.

### What types of topics do you cover?

The Club meets 4 times each calendar year and each meeting covers a specific topic. The topics are: the recruitment and hiring process, orientation, SSM processes, and expectations.

### What's the best part about it?

The relationships. Employees that are new to SSM make the best cohort. We love watching them lean on each other and getting to hear their experiences as well as watching them grow in their comfort and roles at SSM.

## SSM in the Numbers

**17** Boomerang employees.

**43** The biggest anniversary celebrated this year.

**13** The average years of tenure.

**8** Employees hired in the last year.

**29** Licensed professionals serving our clients.

**8** Open positions waiting for the right person to welcome to SSM.

## Stuff you should know

### The Best Time is Now!

Fall has always been the best time of year for survey work. Surveying operations can be far more efficient on the ground without leaves on the trees. Long shadows and defoliated forests are the optimal conditions to conduct aerial mapping flights for best results. Now is the time to schedule your fall surveys! We're here to help.

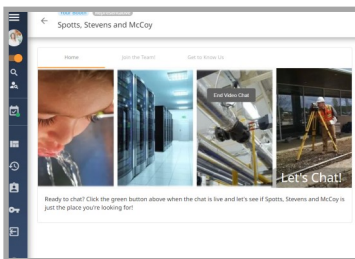
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## Where we were this month



### 5th Annual PA-AWWA Sporting Clay Challenge

We had a great day clay shooting for the 5th Annual Sporting Clay Challenge hosted by the Pennsylvania Section of American Water Works Association. The sporting clay challenge is in support of the AWWA operator scholarship!



### Penn State University Fall Career Days

We enjoyed being virtual with PSU students for their Fall Career Days!

## Where we'll be



### Water Works Operators' Association of Pennsylvania

SSM is excited to be attending and presenting at the 93rd Annual WWOAP Conference on October 3-6th

Be sure to spot some SSM team members:

*Legislative Update (WUC) - Opening Session*

Serena DiMugno, Senior Environmental Consultant

*Manual Plant/Well Operations - Morning Tech Session A*

Darryl Jenkins, Vice President and Chief Engineer

*Afternoon Tech Session B - Distribution: Presiding*

Dan Standish, Senior Operations Specialist



### Penn College Career Fair

We're looking forward to meeting students at the Penn College annual career fair. Can't wait to return to in-person this year.

Be sure to visit our Join Us page to learn more about positions available at SSM.