

Kellie Murkley Magazine Article Interview

Manage It, Inc. is a 100% woman owned commercial cleaning company that cleans for health. This means we not only use environmentally safe products that protect our environment, but we also clean our facilities in a method that doesn't threaten the health of our employees or the building occupants. We satisfy our client's commercial cleaning needs, hard floor surface care, carpet care, as well as maintaining a customized program that is tailor fit for their wants and needs. We also provide our clients with high quality, environmentally safe products, as well as recycled products when they are available. We work each business day, keeping true to our mission, in that we vow to be an environmentally conscious commercial cleaning company that continues to share our vision with our trade and our employees, as well as with the vendors in our industry.

I am Kellie A. Murkley, President/CEO of Manage It, Inc., and I bring to this company a background of entrepreneurial spirit. I am a woman who was raised by both parents in a home, based on family values and spirit, and was encouraged at a young age and inspired to own my own business, just as they did. I have a background in graphic arts and advertising, as well as a license in cosmetology. Being a hairdresser, I learned communication and listening skills, which enabled me to follow through on the client's wants and needs. In advertising I learned how to design and execute my own brochures, business cards, letterhead, and any other business materials needed, as well as being able to design and print the companies own internal newsletter. I have surrounded myself with individuals that are self made in business and have learned that adversity, drive, ambition, self discipline, tenacity, good values and sticking to your vision will get you just where you need to be in this world.

Our vision is to make a difference in the lives of others by representing a company based on the commitment to be a high performance team, recognized as a leader in customer satisfaction, employee development, community involvement and dedication to improving the environment in which we live. We strive to support, educate and lead our team members to be everything that they want to be in life. We encourage our team members to take advantage of the resources that our company has to help them to become better citizens.

Our company was founded with perseverance, hard work and ingenuity. I had a hair client that became handicapped and needed someone to help with her home and children. As the tasks would vary from week to week, she found it challenging to find someone to take care of her family's needs. I was able to help her, and discovered that it was so rewarding, and ultimately, I knew that what I wanted to do in life was to help others. After that, I met business people that were frustrated with the quality of cleaning companies available for hire and with the condition of their buildings. I had friends that were either moms, or didn't have a college education, and they were looking for work that paid well, and that would give them the flexibility of being at home with their child during the day, and being able to work at night. This was the inspiration that caused me to develop a successful company.

Helping others is the foundation of our company, and it is what continues to drive our daily actions. We are a company not fueled by the dollar, although we respect the financial responsibility and what it can do to help our team members and our society as a whole. It is rewarding to go to work knowing that by our actions, we are making the lives of so many easier. Our clients know that their buildings are clean and sanitized, because we take a holistic approach to our cleaning, and helping our environment with environmentally safe products. We satisfy our customers with integrity, respect and 24/7 support and teamwork. Our team members on the other hand (employees) are part of a company that has financial security, growth and advancement from within, work perks programs and bonuses from their company.

We also support our team members with an internal newsletter, and spotlight individuals and or groups that have excelled in their jobs, and they are rewarded in print and with financial gratitude. In our industry we understand that when we obtain a client, we become part of that business and its success. We also understand that the people that

represent our company are part of our company's success and growth. We run a family business; when they are hired, we welcome them to our family and expect everyone to follow through with the same family values toward each other. This is what inspires me to go to the job that I love to do every day, to help others to get the most out of their lives, and knowing that I make a difference in this world in which we live.

We are a green company, and we support local and national companies that have the same values that we represent. Manage It, Inc. is a supporter of the American Cancer Society, American Diabetes Association, Wilderness Foundation, Humane Society and In Care Of Cats. We also have adopted soldiers, and once a month we collect items from our employees that they donate from a list, and then Manage It, Inc. matches the collection, plus pays for the shipping. We also write letters of thanks and encouragement to the soldiers, and wish them a safe return home.

Our company's total commitment is to be a high performance team, recognized as a leader in customer service, customer satisfaction, employee development and community involvement. We run our business with integrity, loyalty, commitment, friendship, training, education, teamwork and remembering to say those two little words overlooked too often, "Thank you." We believe in supporting women by offering above average wages, time off when needed, and support emotionally and financially. We run our business with respect to one another, and to be there as a family when they need one.

Within the past year we have obtained new contracts with the University Of Pittsburgh Medical Centers in the Pittsburgh area. We are proud to represent this company, and we are grateful for the opportunities that they have given us for growth. Our direct supervisor has expressed on numerous occasions how pleased that they are that we have joined their team, because of our accuracy and reaction time. She knows that when she needs anything done that we will handle it directly. Problems do arise, and the manner in which they are handled speaks louder than words. We have a 24/7 company and can react to any situation within hours. It is such a satisfying feeling to know that our client can say that she no longer has worries about the buildings that we maintain for her. Our mission to help others continues, and it is a huge success for our company, and is just another example of leading by example.

Being a small company, we cannot financially support as many perks as we would like to for our employees. I would like to spend the grant money on my employees through training and education and by having classes offered with pay that will benefit them in leadership & development, self esteem, self discipline, health & nutrition and/or management. I think that education is invaluable, and I would like to be able to reward my team with the skills to make them stronger, prouder and more confident citizens. I also would like to offer a gym membership for each employee so that they will continue to be strong and healthy. It would also reduce stress and increase physical stamina, which is needed in our business. I would like to use the balance of the money to promote our company by the way of public relations and advertising. We are approached by local teams for sponsorship, and I have had to limit my participation based on financial costs. I would also like to join more networking groups and the chamber of commerce. My desire is to be SA8000 certified.

On a daily basis I work to improve my skills as a leader. I am in the process of taking a strategic planning class, as well as working on my certification. As a woman owned business, being certified will open many doors of opportunities for us. I have started writing the certification and hope to finish it by the end of June, 2007. At that time I will submit my certification and get on bid lists for the state, as well as other healthcare supplier lists in our area. As I said previously, I am interested in joining networking groups to not only meet new people, but to also learn from other businesses solid examples of how they run their business. I also participate in conference call classes and lectures through Seton Hill University, which helps me to learn new skills, tone the ones that I have, and become a better leader to my team.

"Life is a succession of moments. To live each one is to succeed." This saying is posted in my office, and I read it daily. Today I am grateful for the life that I have created, although it wasn't easy. The past two years have tested my favorite

quote a few times. After ten years of marriage, my husband and I separated, and he passed away 8 months later. May 21, 2006 was the two year anniversary of his death, and it's getting easier. He would be so proud of me and of where this company is today. I am now involved with a wonderful man, who has showed me how to laugh again, relax, enjoy life and embrace each day with a smile in my heart. Everyone has their adversities, however, how we overcome them and move forward is a true mark of their character. I am a woman of character; I am strong; I am intelligent; I am resourceful; I am a leader in my community, and I am loved by many, and this is my greatest triumph. Yehuda Amichai once said, "Behind all this, some great happiness is hiding." You know, they were right!