



SER CORPORATION

April 2017 Volume 31

## SERVICES FOR YOU

## SERVICIOS PARA USTED

### Small Business Grows Through Hardworking Employees

By Roberta Pianalto

What started out as a small farm machine repair shop has grown into a large business through hardworking employees and smart business approaches. Logan County Implement was started in January of 2007. It began as an agriculture repair and parts business and quickly expanded into a complete agriculture dealership. In the first year Logan County Implement added Bush Hog, McCormick Tractors, Vermeer as their main lines of equipment and also added Auto Farm as an auto steer line which later was converted to Agriculture Leader Technology. In May of 2008, Logan County Implement added on to the existing building and opened a NAPA Auto Parts store. Today the employees at Logan County Implement have over 150 years of combined experience to serve you. Tom Halbleib is the owner and has been very pleased with the employees he has hired through the SER National Farmworker Jobs Program.

Highly efficient service technicians are essential to this type of business. That is why they were thrilled to hire several SER clients who have become very valuable employees. SER Corporation and Logan County Implement have collaborated in the "On the Job Training" Program which reimburses employers with training costs of new employees who come from agriculture backgrounds. Logan County Implement is very happy with the results as well as receiving some extra funds to help train a new employee.

SER Corporation is eager to continue the working relationship with Logan County Implement in Oakley, Kansas. Their goal is to keep the farmer's equipment in the field. Therefore, they need to have the best customer service from highly trained service technicians to work on the equipment. It is very well known if you want your business to grow, then provide an outstanding service to your customers.



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## Always Trying to Improve

By Mike Medina

Remigio Alejandro Ornelas Gomez or Alex, as he is better known by his family and friends,



was born in Ciudad Victoria, Tamaulipas, Mexico to Juan and Martina Ornelas. He was brought to the United States of America at the age of one. He became a resident of the United States in 2009. The family quickly settled in Ashland Kansas, a rural farming community with a population of 835 people. Juan, Alex's father, has worked for the Ashland Feed and Seed for 20 plus years and Martina, Alex's mother, has worked as a kitchen aid at the Ashland Health Center for 8 plus years.

Alex attended Ashland High School until graduating in 2014. He proudly told me that one of his greatest achievements in his young life was when he played in the K101 All-Star Classic in Woodward, Oklahoma. The K101 Classic Bowl features high school students from Oklahoma,

Texas and Kansas in a week of sports, band and special events. While in high school, Alex was interested in becoming an auto mechanic but he soon discovered that if he was to follow his interest at the college level he would have to provide his own tools. Tools, which could cost him thousands of dollars and which, there are currently limited financial aid to purchase these tools. Then he heard of the John Deere Dealer Technician Program from Dale McFallen, an employment recruiter for BTI in Bucklin, Kansas. Alex's interest quickly turned to diesel technology. He enrolled in the program at Garden City Community College in Garden City Kansas. He qualified for the NJFP his second year and received tuition funds, which freed up some other funds to purchase tools required to continue in the John Deere Program. "I was starting to worry about being able to pay for the extra tools requested by our teacher, and then I remembered about the NJFP and contacted you. I just want to say 'Thank you' for helping me when I needed it".

Currently Alex is working in the combine repair and service department, which includes combine headers, planters, air seeders, and box drills. "I work on the big stuff, while the other shop works mainly on tractors and mowers". He continues to move forward in recognition and employment status. He has gone from a basic diesel technician to an advance technician by continuing his education and upgrading his skill at the John Deere University. Recently he was certified in "Training D65/D75 Combine Headers", which means he now has the knowledge and skills to work on larger combine headers.

When I asked him what the future holds for him, he said, "Well there is always room for improvement and I believe strongly on always trying to improve oneself.....so I am hoping within 5 years to achieve Master Technician status and eventually advance to sales." For now, Alex is happy at his employment. "Although I have to drive 40 miles to and from home to work every day, I am happy to be working."

## “Making the Most of Clay”

By Vicki Needham



Endicott Clay Products in Endicott, Nebraska was started on January 6, 1920 by Herman Fairchild. The company has grown from a plant that serves a local market to a nationally recognized manufacturer. Endicott Clay Products has projects in cities on both the east and west coast of the United States as well as the southern coast and the Midwest.

Endicott Clay Products produce face brick, thin brick, pavers and tile. In 2016, the company started an expansion project that will be completed mid –year in 2017. Endicott makes something sustainable that people admire for generations on schools, churches, homes and skylines all over North America.

I approached Lisa Specht who is in human resources at Endicott Clay Products in 2014 when I met a client interested in working for the company. After negotiating an On-the-Job (OJT) contract, my client was able to get the job that he so desired. SER Corporation was able to help Endicott save almost \$1700 in wages for utilizing the OJT program.

The client that wanted to work for Endicott was extremely happy with the company he was working for and continually told Vicki Needham, his Client Service Agent, that the company was a great company to work for and treated him like one of the family. Because it was such a great company to work for, Vicki has recommended the company to several of her other clients when they are looking for a permanent position. In 2016 another satisfied client was placed at Endicott Clay Products.

Lisa Specht stated, “SER clients provide quality work force employees. SER is very easy to work with and always has our best interests at heart. I look forward to many more opportunities in the future to employ their clients.”

Endicott is a company that offers their employees many professional opportunities and their employees make a significant contribution day in and day out. The company is proud of their products, their company, and their employees and it shows to anyone who works for them by the way they are treated.

SER looks forward to working with Lisa and Endicott Clay Products many more times in the future. It is always a blessing to find a company who treats their employees like family. What a great partnership for the SER Corporation’s clients.

## Welcome Sarah!



My name is Sarah Guardado and I am the newly hired Client Service Agent for south central Kansas. I was born in Texas and raised in Mexico. At the age of fourteen I moved with my family to Oklahoma City. I did not speak English and knew that it was up to me to learn the language. I set my mind and heart to it and with a lot of hard work, motivation, help from my teachers and family I succeeded.

In May of 2016, I graduated from Butler Community College with an Associate's Degree in Liberal Arts and Science. I was a single parent working and going to school full-time. It wasn't easy. Because of my challenges and barriers I feel I am able to relate to people struggling to better themselves as I was once there. I believe I can make a difference in a person's life by guiding them into a career and finding employment with assistance from the SER National Farmworker Jobs Program.

I enjoy life and have a wonderful family with a loving and caring husband who has always supported me. We have three beautiful children who I adore and are the world to me. They keep me busy and when I have time I enjoy painting/restoring furniture and other craft hobbies. I also love helping people and I know this job will provide me the opportunity to do just that.

## Welcome Henry Coronado!



Recently, SER Corporation opened a new office location in Pittsburg, Kansas. Henry Coronado was hired as the Client Service Agent to staff that office. Here is a little about Henry and his background.

I grew up in Humboldt, Kansas, a small town with a population of 3,000 – 4,000 people. Growing up in a small town allows you to know many of the people who live there quite well. Small town living helped me to grow up knowing the feeling of community, compassion and family. I feel these are so important to being a well-rounded individual, as well as someone whose employment is in customer service.

After I graduated high school, I attended college at Allen County Community College and then transferred to Pittsburg State University to finish my degree. I was able to obtain my degree in Business Administration. After completing my education, my wife and I decided to settle in Pittsburg, Kansas to raise a family. We have lived in the southeast Kansas area for nearly 27 years. My wife received her degree in Elementary Education and has been in the Frontenac School District for 22 years. We have two boys that are also getting their education from Pittsburg State University.

I have over 15 years of customer service experience. However, my career goal was to find a position that would involve helping people and to provide assistance that would help them improve their way of life through training and education.

SER believes Henry is the right fit and welcomes Henry!



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