

A Virtual sit down with your Account Manager Joe McNelis



Joe McNelis working at his new office

Tioga Virtual Interviewer (TVI): Joe, how's it going with working from home?

Joe McNelis (JMcN): There's a saying about the three C's. *Choice, Chance* and *Change*. These current times are a great example of *Change*.

TVI: How so?

JMcN: I am now a basement dweller. First of all, my wife is also working from home. So on Day 1, March 16th, I moved from my upstairs office to my now basement office. I started with an old small wooden table that was just sitting in the basement. After Week 1 I realized the workspace was too small. We had a nice wooden table that used to be our kitchen table from years ago. I set that up and

moved more things from my “old” office to my “new” office. For Week 3 I realized I needed my original L shaped work area and added another piece of furniture.

TVI: That is a change in environment for sure. What is it like for you now during the pandemic?

JMcN: So, the *Change* now is most of the customers like me are also working from home. In talking with the customers we’ve shared some of the same things like how our families are staying healthy, adapting to change, we will overcome this issue and getting back to normal. Our customers are an integral part of me and the Tioga Family.

TVI: What do you think sets you apart from your competitors that do what you do?

JMcN: Two things come to mind. 1) I’ve been in the steel industry for 29 years. I’ve been with Tioga for 21 of those yrs. I’ve had various roles in inside sales and sales management at Tioga. My current role for the last 3 years has been Account Manager for my territory. I am the “Outside Face” of Tioga Pipe. With my years of experience, I’ve dealt with many of these customers from an inside prospective. With my knowledge I can have face-to-face interaction with the customers at their workplace and interact with our great inside team who I know all personally well for solutions to help the customer. 2) We have a great proprietary CRM platform that gives us a “picture” of our customer. I use this format to discuss opportunities and value add that will help our customers.

TVI: With the current business climate, what is your typical day?

JMcN: As I mentioned above, we have very good sales tools. My morning starts with reaching out to customers to thank them for recent orders and having a discussion on live quotes. With the feedback I can assist the inside team in helping the customer. It’s a great feeling to follow up with a customer, discuss with inside team and book an order. I really enjoy the business development part of my job. Finding new customers is a daily task. I also help out with responding to some of the quotes.

TVI: You cover some of Pennsylvania, what can you tell us about the companies there?

JMcN: Let's start with the people. I was born and raised in Pennsylvania. I like that fact that the people I call on are down-to-earth, regular industrious people. I deal with companies that are designing, fabricating, or constructing plants and equipment that help provide for their families positively effecting local or distant economies.

TVI: What are your interests outside of work?

JMcN: About 5 years ago I joined a local strength training gym. It's important to try and stick to your Pre-Covid routine. So, 4 days a week I use Zoom for the Virtual classes. And, of course, I've watched Tiger King.

TVI : Tell us about your family?

JMcN: Happily married with 3 kids and 4 grandkids. We are fortunate that all the kids are healthy and able to work. Our daughter and daughter-in-law are nurses at Penn. So, they are geared up every day. Our other daughter in law works in Management at a nursing home. But it's all hands-on deck so she is geared up as well. Zoom is great but I miss holding the 4 grandkids.

TVI: How is this Covid era going to play out?

JMcN : We are very fortunate that Tioga is well positioned with full staff at all of our departments and our warehouse have been receiving and shipping piping products since Corona changed our business climate.

TVI: Any parting comments?

JMcN: Dr. Fauci and I have been talking every day. We are hoping to get slowly back to normal.