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A Virtual sit down with your Account Manager Justin Norris



Justin Norris working at his new office

Tioga Virtual Interviewer (TVI): Justin, great looking office; how's it going working from home?

Justin Norris (JN): It is going well. Having to get the office set up and ready for day to day work was a little challenging at first but I got it all set up and it feels somewhat normal now. I will say though, I am ready to get back out and see my customers in person.

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

JN: My days now are very different then before the virus hit. They consist of a lot of the same things, whereas a couple of months ago my day was never the same.

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Before this happened, I was in a different place, sometimes a different state every day. Now, each day I get up, go downstairs into my home office, and analyze the market updates. I reach out to my customers to check in on them. First, I make sure they and their families are doing ok and staying healthy. Then, I follow up and make sure we are taking care of their needs. This is not always an easy task with two young kids running through the house like wild animals! LOL

TVI: What do you think sets you apart?

JN: I think the biggest thing that sets me apart is my background in the industry and understanding the needs of the companies I work with. Before I came to Tioga, I was in the metals industry for 12 years. I believe this experience has allowed me to understand my customer's needs. I have been in the industry for almost 15 years now, and my customers need reliable and knowledgeable suppliers. I understand the lingo and how my customers operate. Selling to these customers is demanding, which I happen to like, and not always the same.

TVI: How so?

JN: It can be very fast paced, and service is king! At times, turnarounds and quick maintenance jobs can be at all hours of the day or night. I understand the urgency and how critical being able to contact someone to get materials they need in a timely manner. I have no problem answering my phone on a Friday or Saturday night at 11PM to get my customer taken care of. Anyone can say they are willing to do this, but the proof is in the pudding. I feel confident if you ask my customers if I will answer my phone at any time, they will tell you yes. That is why I do not have a problem putting it in this interview.

JN: Just to add something, when I say "to get my customer taken care of" that takes the effort of sales and my warehouse colleagues so a big shout out to them.

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

JN: My day consist of using our sales tools and my hustle to follow up with customers I still handle my day to day interaction with my core customers as well, although sometimes it is just a little different since I cannot go see them in person. I usually have some conference calls throughout the week to go over current market conditions as well as meeting with our teams to go over jobs we are working on and to check in with everyone.

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

JN: Most of the companies are related to oil and gas at the Plant and Refinery level of the market. The people that work for these companies are great people that believe in working hard for what they get. I am from Texas, born and raised on the north side of Houston, so I feel at home working with them. While the oil and gas industry has its ups and downs, it is still a great industry to be in to be able to provide a great life for my wife and two kids.

TVI: What are your interests outside of work?

JN: My biggest interest is my family. I love getting outdoors and playing or watching them play sports. If we are not doing sports you can usually find me in the woods or fishing. I have been hunting and fishing all my life and it is one of my favorite past times.

TVI: Tell us about your family?

JN: I am happily married to my beautiful wife Audrey. We have two awesome kids, Hunter (12) and Haley (9). They both play any sport that has a ball, but their favorites are Football and Baseball for Hunter and Soccer for Haley. We love spending time outside and staying involved in our Church.

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

JN : I believe as we start getting things slowly back to the new norm that our industry will rebound and will come back strong. I think that it will be a time we look back on one day and say it was a hard time, but it allowed us to slow things down a bit and see the bright side of spending time with our families without all the hustle and bustle. I feel blessed to be part of a company like Tioga We are here now and ready to help our customers with all their needs as we navigate through these times.

TVI: Any parting comments?

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JN: Stay strong and stay healthy! If we all work together, we will all come out on top together!