

Construction Company Benefits from Dedicated Agents

Tim Koenig poked his head in David Lynde's office Monday afternoon, wearing a big grin. "We got the Fitzgerald Natatorium Job!"

David grinned. "That's a 2.6 million dollar project!"

"I know. I sold it, remember?" Tim replied.

"Well, now that we've got it, how are we going to manage it?" David asked.

"That's your department, not mine. I do know that we seriously need to do something to coordinate our shipments. We have a \$10,000 per day fine for every day this thing runs over schedule. This job can really put us on the map, but it has to be completed on time and on budget."

"I'll get to work on it," David said.

The next day, Tim dropped in again. "You know Dave, I wonder if we should just hire a full-time guy to coordinate this stuff. What it could cost us in fines would more than pay for him."

Dave asked, "What do we do with him once the jobs complete? Let him go?"

"I would hope that we could keep him on, but if not we can just let him go. This job is going to take us at least seven months, you know," replied Tim.

"I don't think we can hire the kind of quality employee we need without more job security than that," Dave said. "I've got some ideas, let's talk about this again tomorrow," said Dave as he

reached for the phone.

On Wednesday, Tim was back. "Well, Dave, what's your solution?" He asked.

"I'm subcontracting it to our answering service," Dave said.

"You've got to be kidding. This isn't just taking messages. We need someone who can coordinate shipments from 32 dealers, our distributors, and 12 subcontractors!"

"You're right, and I'm not kidding. We can have what's called a Dedicated Agent. That's someone who only handles calls for this project. He'll have a unique 800 number that we will give everyone to call. I can talk to him everyday and give him special instructions. He will maintain a project

timeline at his end, and have all the necessary information to get our deliveries and contractors to the site."

"Dave," Tim said, "this isn't a simple little job. You should know that better than anyone!" "I do know it," Dave said, "and this is an affordable way for us to get excellent help immediately. Trust me." A month later, the construction project was well underway. Dave dropped by Tim's office. "How's it going?" He asked.

"We are on time and on budget," Tim replied. "You can't ask for better than that!"

"I told you to trust me," Dave winked.

