

Jim Kelsey brings certified service to Kansas area

Jim Kelsey will tell you he enjoys seeing how things are made. As a territory manager for Skarda Equipment Company, his job has allowed him to visit numerous factories in vastly different industries. On a recent trip to a local Best Buy electronics store, Jim was able to see the end product of his work with one particular customer.

Jim explained that Skarda supplied to his customer the needed parts for a manufacturing process where mylar needed to be stretched over speaker panels. The end result of that process are speakers that retail for about \$1250. Seeing those speakers in action was a pretty cool experience.

Not all the customers Jim works with have products on the market in electronics stores, but the quality of customer service he brings is like the speakers in the store, simply second to none.

Jim joined the Skarda Equipment team in 2005. Since that time he has served as a territory manager, operating out of Kansas City. Recently, he added the title of Certified Fluid Power Pneumatic Specialist.

Attaining that certification, he explained, allows him to do “more than just offering parts. I can be there for trouble shooting and providing solutions to problems. It shows my dedication.”

Continuing to seek training will be important for the future of motion control customer service. Jim sees the technology in motion control becoming more electronic, more precise, and more automated.

“While pneumatics and hydraulics will always be factors and will always be around, customers will be seeking more electronic control and positioning,” he said.

Jim’s excellent training and CFPPS certification will allow him to provide knowledgeable service to Skarda’s customers now and in the future.

Jim comes from a large family with 7 siblings. He also has a nine year old daughter, whose sporting events consume a lot of his time. They enjoy attending Kansas City Royals baseball games together. In his free time, he enjoys playing golf and also hunting and fishing, though he says he has yet to get anything trophy-worthy in those exploits. He has already taught his daughter to fish, and “she keeps bugging me” to start joining him in golf.

Skarda Equipment’s customers in the Kansas area should contact Jim for all of their motion control needs. They will find themselves provided with top-quality customer service.



Territory Manager Jim Kelsey

Say goodbye and say hello—

Change in customer service in Omaha office

Skarda has recently bid farewell to ten-year employee Diane. Diane began at Skarda in purchasing and has served the last eight years in customer service.

Diane and her two daughters, Melissa and Jessica, are moving to St. Joseph, Missouri to be closer to her parents and family. She hopes to buy a home there and find a job still in hydraulics and pneumatics customer service. She is looking forward to “being closer to family and allowing the girls to get a closer relationship with their grandparents.”

Still, there is much she will miss about Omaha and Skarda.

“I’ll miss the people, here in customer service and everyone downstairs (in the Omaha office). I’ll also miss the customers. I have a close relationship with them also. I’ve gotten to know a lot of them really well,” Diane said.

She hopes to keep in contact with many people from her Skarda tenure: “It feels like they’ve been a family. I hope we stay in touch. I already have a whole list of emails.”

Filling Diane’s position, is new Skarda employee, Teresa. Teresa comes to Omaha from the Kansas City area. She previously worked for a



Skarda customer, Weyerhaeuser. She explained she was looking to relocate to Omaha as she has friends here and really liked the city. Through her contact with customer service supervisor Matt Ware, she learned of the opportunity in Omaha.

Teresa’s work background includes purchasing and maintenance at Weyerhaeuser. She also has an agriculture/communications degree, has worked on ranches, and has even sold Mary Kay.

Teresa moved to Omaha on Jan. 21 and began work at Skarda the very next day, though she lived her first week without any furniture or a tv, until she had the time to coordinate moving all of her things to town. She laughed and said that she unpacked boxes and brought them to work for Diane to take home and fill.

Teresa said, “I hope customers give me a call and get to know me. I listened in this week and got an opportunity to say hello. There are a lot of nice, down-to-earth people. I hope they’ll be patient with me.”

Those in the Wichita and Kansas City areas should call and meet Teresa, their new customer service representative in the Omaha office.



Diane, left, has trained Teresa for handling customer needs from the Omaha office.



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