





The Service Express *Way*

Inside Our
People-Powered
Culture



What's Inside

- 3 Introduction
- 5 Section 1:
**Our People-Powered
Commitment**
- 11 Section 2:
Our Values Statements
- 17 Section 3:
**Recruiting: Surrounding
Ourselves with the
Right People**
- 23 Section 4:
**SR5: Our Performance
Measurement System**
- 27 Section 5:
**Development: The
Service Express Way**
- 31 Leadership Manifesto
- 33 Executive Leadership
- 35 Conclusion

my "why"

We asked various team members why Service Express is the company for them—their answers are shared throughout as "My WHY."



Our Focus

people.

Welcome to our world.

Leaders put team members first, and team members put customers and colleagues first.

Here at Service Express, we take the time to connect and unlock the “people-powered” potential of our team with support, resources and opportunity. In turn, our people bring their best to work together to serve our customers.

A Note From Our President & CEO

I was hired as the first Sales Manager of Service Express in 1997, named President in 2002 and became President & CEO in 2015. When I started my career, I could never have imagined being part of a company like Service Express. And the reason that makes Service Express great? Our “People-Powered” philosophy.

People come first at Service Express. We know that as a company, our success is a direct result of the the people we surround ourselves with. We support them in their career development, personal growth and goal achievement. Helping our people succeed in both their personal and professional life is one of Service Express’ founding principles, and we will never lose this focus.

To continue with our growth, we look for people whose values and priorities align with ours to join our team. People who will help raise the bar for Service Express. The content that follows gives potentialteam members an inside look at what working here is like.



Ron Alvesteffer
President & CEO

“You can have everything
in life you want, if you will just
help enough other people
get what they want.”

- Zig Ziglar

Follow ronalvesteffer.com for weekly updates

The Service Express Way

[noun]

1. The processes, procedures and actions that are unique to Service Express and create a dynamic company culture + the framework for success.

Service Express is an industry-leading data center solutions provider specializing in global data center maintenance, hybrid cloud, managed infrastructure services and more. Companies around the world trust Service Express to deliver reliable end-to-end support to help teams control costs and refine infrastructure strategy.

Awards & Recognition

The following awards remind us that our dedication and ideas are making a difference for our people and those we serve.



Great Place to Work Certified
2019-2023



Best Places to Work
2022



Best Company Work-Life Balance
2022



Best and Brightest National
2010-2022

SECTION 1

Our People-Powered Commitment

Work Culture

[noun]

the set of shared attitudes, values, goals, and practices that characterizes an institution or organization.

Service Express Culture

[noun]

the collection of extraordinary people on the Service Express team who have the drive to learn and grow, and a passion for connecting with and helping others.



“Customers will never love a company until the employees love it first.”

- Simon Sinek

At Service Express, we want to make the most of that time. We know the character and personality of our organization is key to ensuring our team members are happy, engaged and thriving. When asked to describe our Service Express culture, team members were ready to share—as captured below:



Walk into any Service Express office and you will find committed people.

Or pick up the phone and call any Service Express extension and ask for help. If that person can't get you what you need, I guarantee he or she will work with you to find out who can.

Why am I so confident you'll experience those things here at Service Express? Because we hire the right people. Period. We hire people whose values match Service Express'—people with a passion for helping other people.

The Service Express Way

Work and Play

Service Express believes in a healthy work-life balance, and we make sure our people get the flexibility they need to make that happen. For example, employees with children in sports often arrange their work day so they can be at the games to cheer their child on. One mom with a triple-threat athlete was able to make it to all of her daughter's games. We love to make that possible!

Each person has their own unique commitments and activities that require their attention and presence. We do our best to accommodate schedules so everyone's lives run a little more smoothly.

When it's time for play and building comradery, teams enjoy quarterly outings including everything from escape rooms to bowling to happy hours. Every team chooses the team-building activity that best suits them, for a great way to hit the reset button and re-energize.





Giving Back

At Service Express, not only do we believe in helping each other, we also believe in helping our communities. To make it easier to serve, everyone starts the year with 16 paid volunteer hours. In 2022, our people completed over 2,500 volunteer hours to lend a helping hand to a cause or charity of their choosing.

Volunteer hours also promote the opportunity for teams to connect as they participate together in serving their communities.

We partner with several charities, including Kids' Food Basket, Habitat for Humanity, Simon on the Streets and more.

Continuous Improvement

We are dedicated to providing the best service, and our team members help make sure we are doing just that. To ensure our processes and practices are on track, we created a behind-the-scenes “concern process.” Opening a concern kicks off a careful review of an incident to identify problem areas and make needed process adjustments.

We believe it’s not usually big issues that cost a company a relationship but an accumulation of small, unresolved or unreported issues. We liken this to an unhappy restaurant experience, when a customer would have complained about the service had someone asked—but no one did. The restaurant misses a chance to improve their service and lost a customer.

Our goal is to address issues as they arise and to prevent the scenario in which a customer cancels their agreement when there is something we could have corrected on our end. Our concern process ensures ongoing feedback and the opportunity to right what’s wrong with a process.

Communication

Clarity is key. We strive to create open communication between leaders and teams, so everyone knows what is happening within the company.

All teams have weekly huddle calls and most teams within the organization hold weekly standups to talk through developments impacting customers, and their teams and the company as a whole.

Individual strategy meetings take place between managers and team members on a weekly or bi-weekly basis. This time is essential for covering updates, project status, upcoming roadblocks and ongoing tasks.

The Loop, Service Express’ digital workspace, connects team members to current information and relevant news. It also highlights our culture, introduces new hires and centralizes all the links our team needs.



my “Why”

You dedicate so much time in your life to your career—and there is no doubt that Service Express is willing to invest in you and your family in return.

- Rachel, People-Powered since 2011



Along with ongoing weekly communication, the entire company gathers in January and July to attend the Annual State of the Company and Mid-Year State of the Company presentations. These presentations are live-streamed to all offices and we use this time to share company performance, individual highlights, and take a look at what's ahead.

With the right set of meetings and channels, our teams are able to keep up with important information, changes and goals as we continue to grow.

Teamwork

Teams at Service Express don't work in silos—we all interact and support one another in a variety of ways. For example, Sales Development Representatives (SDR) often interact daily with our Senior Account Executives (SAE), strategizing large accounts and setting first meetings. In return, mentor relationships are built as SDRs “learn the ropes” of sales.

And it's not just limited to helping each other out professionally. There are countless stories of our people going above and beyond to help teammates personally as well. In one instance, an engineer, who also served as an army reservist, was activated for a four-month stretch. In his absence, fellow engineers took the initiative to regularly mow his lawn. In another instance, a team member's Vision goal included installing a new garage roof—but after a year, he had been unable to start the project. His entire team rallied to help him one weekend—and helped him reach his goal.

In yet another example of teamwork, when members of the Data Science team heard that a colleague was facing an expensive car repair, they volunteered to take a look under the hood. With parts in-hand, they set to work to replace the water pump and serpentine belt.

These good deeds transpire all the time at Service Express—thanks to our people and our shared sense of community.

Section 2

Our Values Statements



Core Value

Cultivating a culture of growth that empowers our people to achieve their personal, professional & financial goals



Purpose

To provide the best experience for our customers, partners & employees



Core Objectives

Excellent Customer Service
Employee Engagement
Margin Retention
Revenue Growth



“Good values are like a magnet—they attract good people.”

- John Wooden

Our Core Value

Our Core Value at Service Express is:



“Cultivating a culture of growth that empowers our people to achieve their personal, professional & financial goals”

It's rare to have a Core Value statement without a direct and obvious link to what the business does, but helping our people is truly at the center of everything we do and how we continue to be successful. Maintaining data centers gives us the means to bring our Core Value to life.

The origin of our Core Value started with the founder of Service Express. His passion for seeing people grow resulted in his efforts to help his team reach personal, professional, and financial ambitions. This drive to help others achieve became a fundamental part of our culture and leadership style.

Surrounding ourselves with the right people, finding out what they want to do, and helping them achieve it continues to be the driving force behind our growth and success.

Setting & Achieving Goals

To get the ball rolling and keep it rolling, leaders and individual employees engage in “Vision Talks” twice a year.

Employees define their **personal, professional and financial goals** in preparation for these Vision Talks. Then our leaders get to work helping their team members achieve these goals.

Sharing professional goals with leadership can lead to new career opportunities and influence business decisions. We've been known to prioritize new office openings when a team member has expressed interest in relocating and we've created positions when team members can fulfill a business need that is aligned with their passions. Matching the goals of our top-performing people with our strategic initiatives creates a powerful business dynamic for us—it's motivating for both the company and our people.



my “Why”

It's been a privilege to be a part of Service Express since 2014. I grew from a Sales Development Representative (SDR) to one of the team's directors. I love what I do because I can serve and mentor others while also learning from them in return. I'm challenged, supported and encouraged to become a better version of myself personally and professionally, which has allowed me to thrive. I am constantly thankful for the opportunity to be a part of a company that cultivates a space where our unique backgrounds and perspectives help make us stronger as we grow.

- Luis
People-Powered
since 2014

Our Values Statements

Personal goals are a priority as well. We see a lot of fulfillment on this front and we're happy to contribute to that success.

For example, a contract specialist shared her interest to get more involved in our community charitable contributions program. Upon joining the Service Express Cares committee, she launched an office recycling program, and continues to lead our annual Angel Tree program in conjunction with the Salvation Army.

Moving to financial goals—these can be tricky to address. The questions are easy to ask: How much money do you want to make this year? In three years? In five years? But answers can be harder due to the discomfort many people feel when discussing money. To make it easier, we clarify that it's not about negotiating raises but defining goals. Setting financial goals is about the additional value an individual needs to deliver on (i.e. sales numbers, technical certifications, etc.), and then implementing a plan to get him or her there.

By prioritizing personal achievement, we accomplish far more as a company than if we focused only on conventional company goals.

Over the last decade, our employees have achieved more than 8,500 Vision Goals

Our Purpose

Our Purpose is:



"To provide the best experience for our customers, partners and employees."

It's delivering outstanding service, always, and looking to raise the bar whenever and wherever possible.

The Service Express team strives to provide friendly, helpful, timely, results-driven responses every time. We don't settle for anything less.

Our team is driven by this guiding principle—to create the best experience—and is empowered to do what it takes to ensure it is accomplished. Our purpose gives our team a clear directive to take action and produce results.



my "why"

Service Express has brought me another family I know I can depend on both professionally and personally. My vision of where I see myself in the world has expanded along with the opportunity I found here.

- Stephanie, People-Powered since 2017



Our Core Objectives

We use our Core Objectives to help manage our business and guide our decision-making.

Our Core Objectives are:



Employee Engagement
Excellent Customer Service
Margin Retention
Revenue Growth

The objectives are like the four legs of a table. If one leg is shorter, the table wobbles. In the same way, if one objective is treated as less important than the others, our company will not be stable.

Before making a change in process or adjusting strategic direction, we take the idea or proposal and bounce it off the Core Objectives. If we can explain how our decision will meet all four objectives in a positive way, we feel confident we are taking the right action.

The Core Objectives give us a shared approach to decision-making and empower our people to assess options and make the best choice.

Creating the Sales Development Program: A Core Objectives Initiative

While exploring another avenue for growth the Executive Leadership Team (ELT) considered segmenting our sales team using concepts from the book *Predictable Revenue*. The idea of a Sales Development team was examined against the Core Objectives and resulted in the following conclusions:

Employee Engagement

Creating a Sales Development team would allow our outside sales team members to focus more of their time on closing deals instead of prospecting. The new positions would also offer a beneficial training ground for incoming sales-focused team members to learn about value propositions, how to talk to IT professionals, sales strategies, prospecting tools and more in preparation for moving to an outside sales role.



Excellent Customer Service

Starting a Sales Development program would free up outside sales reps to answer questions, research options and spend more time with both current customers and prospects.

Margin Retention

We could reduce the quantity of prospecting tools needed for the entire outside sales team and improve our ROI with the targeted use of technology. A Sales Development team would master, optimize and use the tools on a daily basis to support outside sales efforts.



Former Sales Development Representatives (SDR) had an opportunity to connect during our 2023 Annual Sales Conference. These individuals have since been promoted and/or moved into new roles within the company.

Revenue Growth

Creating a Sales Development program would help outside sales close both larger opportunities and accounts, set more first meetings, identify more maintenance opportunities, create more pipeline, and therefore generate more revenue.

With the Core Objectives qualified, the Sales Development program was launched in 2013. It has grown from two Sales Development Representatives (SDR) to over twenty and contributes 70% of new logo pipeline at Service Express. This team of prospectors effectively connects with our target customer to offer value, and ultimately, create a better customer journey.

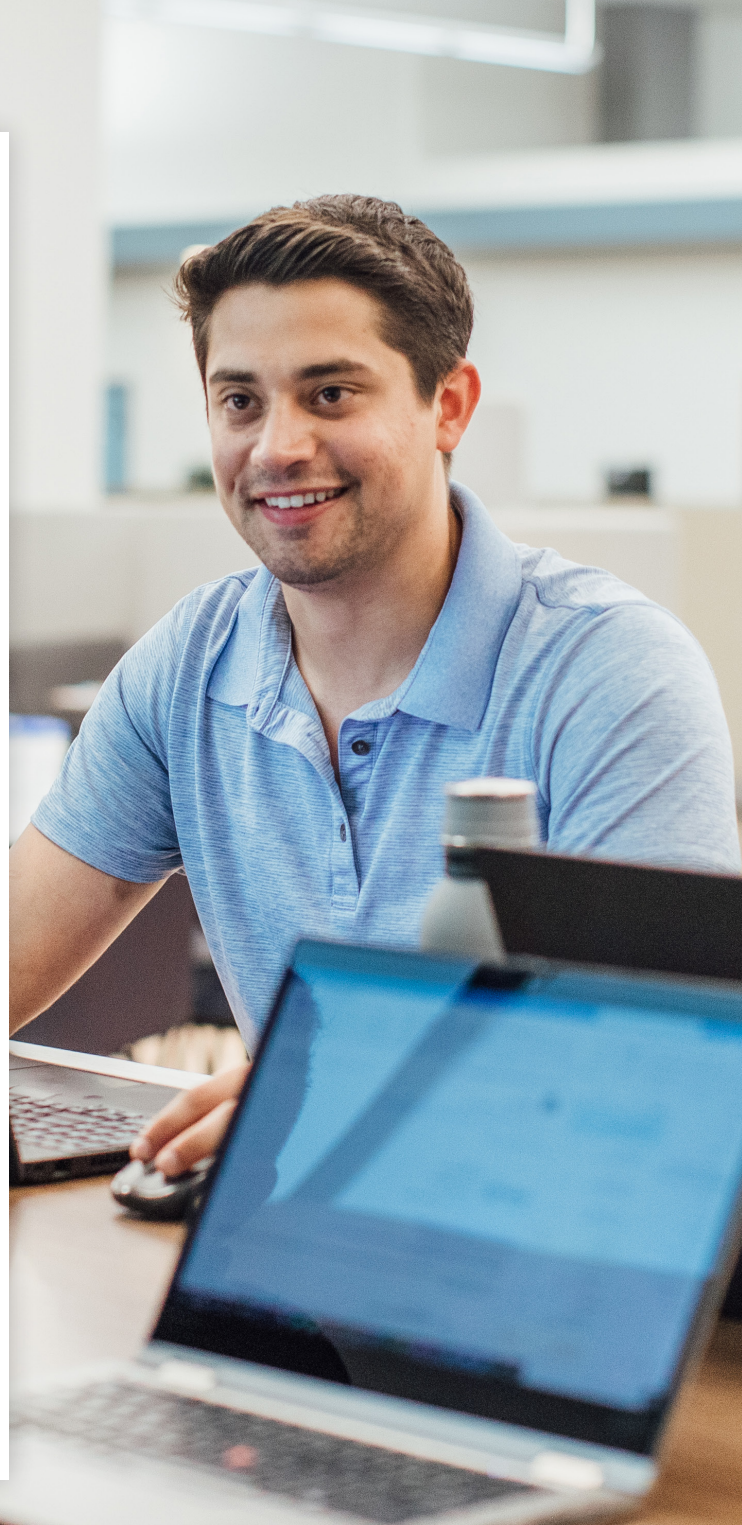
Section 3

Recruiting: Surrounding Ourselves with the Right People

Finding the right people to join our team is essential to our culture, our brand and our success. Our President & CEO Ron Alvesteffer says it best: “The right people find solutions to any problem; the wrong people find problems to any solution.”

We look for a can-do attitude: achievers with a passion to serve. The right person will contribute to our success. And “right” doesn’t mean “perfect.” It means putting yourself out there with a passion and learning from mistakes.

At Service Express, we don’t just look to hire a set of skills; skills can be learned. We hire the will.



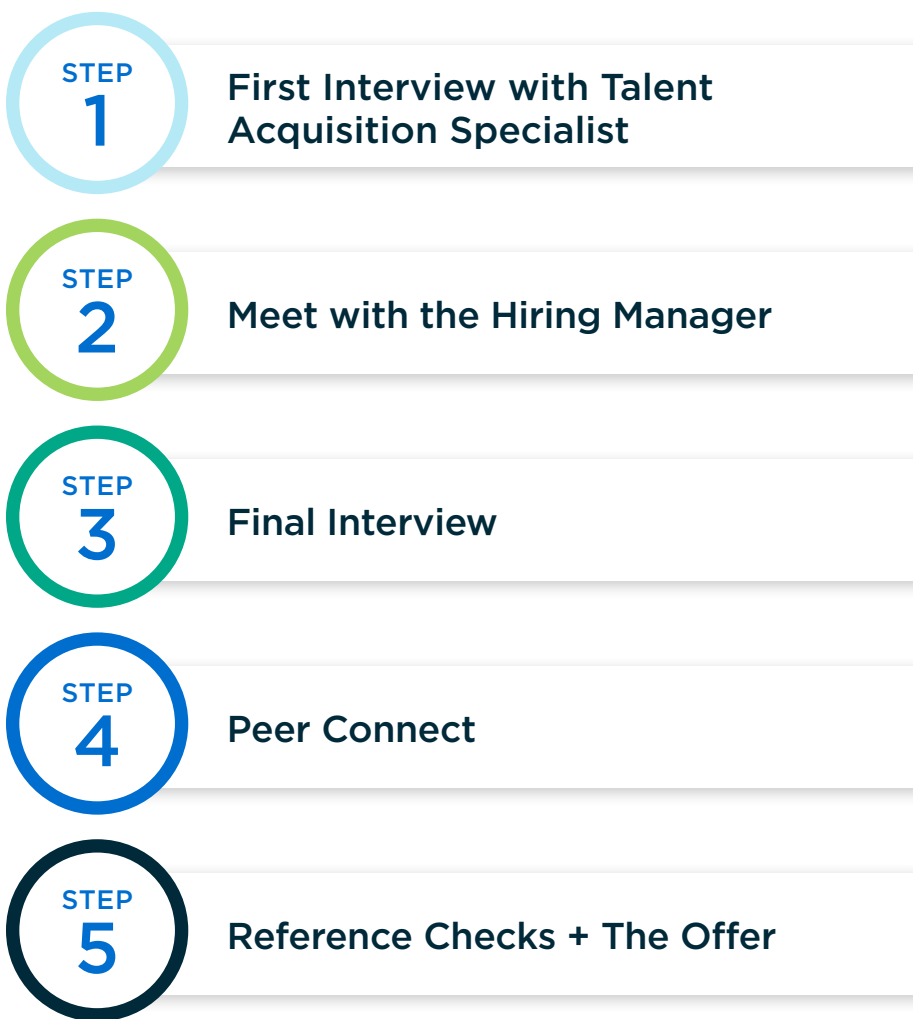
“Great vision without great people is irrelevant.”

- Jim Collins

To find the right person, our interview and selection process is extensive. Our experience has proven time and again how critical hiring is and we don't cut corners when it comes to our recruiting strategy.

Our process also gives a candidate the benefit of a true 360-degree view of both the role and the company as a whole.

Five-Step Interview Process



Step 1

First Interview with Talent Acquisition Specialist

This is a discovery conversation between our Talent Acquisition Specialist and the candidate. We provide a detailed introduction to our company and learn more about the candidate's background, career history and goals.



my "why"

I have three personal values that guide me through life: one is continuous improvement. I am a builder by nature, and at Service Express, I am able to try new things, refine them and make them better. The second is I'm very black and white when it comes to ethics.

Being around people who are trustworthy and have integrity is really important to me, and I have that here. Finally, it's helping others—I always want to help people. That's why I chose this company years ago—I get to help others. These have been three things that have stayed consistent as I've moved through my different roles here at Service Express.

- Jessi
People-Powered
since 2012

my "why"

I don't dread Sunday nights knowing I have to go to work in the morning! I look forward to Monday mornings so I can spend time with the people I work with and the teams I support.

I am surrounded by peers who add value to my career and allow me to add value to theirs!

- Sara
People-Powered
since 2012



Step 2

Meet with the Hiring Manager

The hiring manager meets with the candidate to get to know them and determine their fit. In turn, the candidate learns more about the role and team.

Step 3

Final Interview

This is a conversation with the hiring manager and other leaders the candidate will collaborate with to address additional questions and competencies.

Step 4

Peer Connect

This stage allows the candidate to test drive the role by shadowing someone in the position or working closely with the team. Our colleagues are encouraged to share experiences, answer questions and review their day-to-day responsibilities in depth. This way the candidate will get a true "day in the life" of the role and the team will see the potential fit.



Step 5

Reference Checks + The Offer

If the candidate's reference check goes well, the hiring manager extends the official offer to the candidate and welcomes them to the team.





my "why"

Service Express has empowered me to utilize my strengths and plan out my day in order to complete my tasks, which also allows me the flexibility to enjoy the extra things that are important to my kids such as school trips, holiday parties and sporting events.

Service Express has given me an incredible work family, a gratifying, stable position, and the flexibility to maximize family time.

- Myssi
People-Powered
since 1999

StrengthsFinder

New employees take the Clifton StrengthsFinder assessment to determine their top five strengths. With strengths identified, the individual and their team can optimize intuitive abilities and strategically direct responsibilities to the right team member. Gallup research finds that people who use their CliftonStrengths are more engaged and productive at work, and three times more likely than others to have an excellent quality of life.

For additional insights, customized one-to-one and departmental strength sessions are available for individuals and teams to discuss and learn how to best leverage strengths on a daily basis.



Onboarding

At Service Express, we recognize that a seamless onboarding experience is foundational to a new employee's experience. Our program introduces the organization and how the individual's contributions fit into the larger picture, ultimately setting them up for success.



Welcome to Service Express

Day 1-3 | Learning & Networking

New hires come together as a virtual, global cohort to meet key contacts in the company, develop relationships with one another and learn as a group through a series of interactive activities. All employees gain access to self-paced, supplemental training in our Learning Center.

Day 30-60 | Discovering Service Express & Your Impact

Individuals come back together to reconnect with their cohort! The intent is to share key learning and growth during the first 30 days in the new role. Discover how to take advantage of the resources we provide to amplify personal, professional and financial growth.

Meet our President & CEO Ron Alvesteffer

We set up a time for cohorts to virtually connect with Ron to learn more about the heart and history of Service Express' culture. This is a great time to be curious and ask questions!

my "why"

Service Express truly creates an environment where everybody is there for each other. My leader listens to my ideas and the whole team works together to make big things happen. We all support each other and work together to make our ideas a reality.

-Sebila, People-Powered since 2015

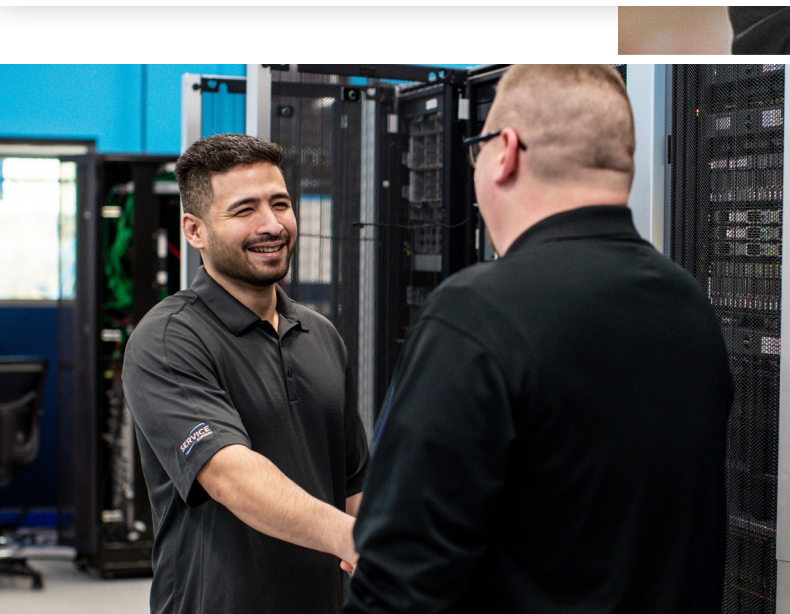


Section 4

SR5: Our Performance Measurement System

Measuring our performance gives us the information we need to drive success and SR5 is our performance measurement system. SR5 stands for the three tools we use—**Scorecards, ROIs, and 5/15s.**

Scorecards track goal achievement on a company and department level, ROIs track goal achievement on an individual level, and 5/15s are an individualized plan that outlines priorities and strategic activities on a quarterly basis. 5/15s impact ROIs, which impact Scorecards. Together, our performance measurement system creates alignment throughout the organization.



“Culture is not just parties and games. People know the work they do matters and see the value they bring to Service Express.”

- Ron Alvesteffer

Scorecards

A scorecard uses graphs to tell the story of our performance. Each graph shows how we are progressing on a goal over time.

Individuals brainstorm together with their leader to identify trackable measures to represent the department's key performance indicators. Our rule of thumb is to track the 8-12 activities that are the best indicators of performance and set a monthly goal for each measure.

Scorecards help us keep an eye on many things at once, including tracking trends, forecasting, adjusting strategies, providing additional support and meeting organizational goals.

Scorecards:

- Outline priorities and goals on a company, departmental, regional and team level
- Provide feedback on our performance
- Communicate results in a concise visual format

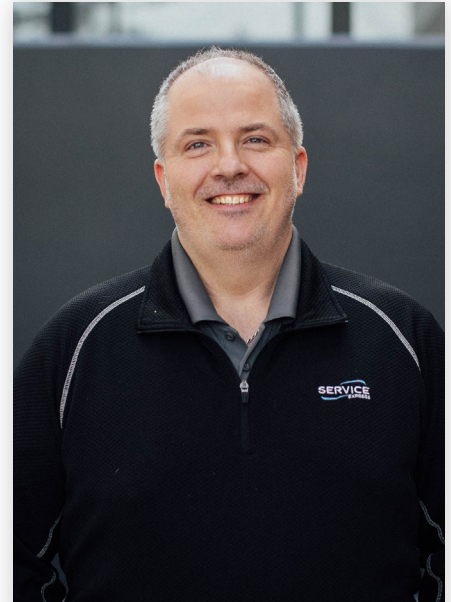
ROIs

ROI stands for Responsibilities, Objectives and Indicators. ROIs are individual job descriptions with measurable results. As with the scorecards, we track and review ROIs monthly to look for trends.

Individuals review their ROIs with their leaders to see how their performance is trending.

ROIs help team members answer the following questions:

- What are my key individual responsibilities?
- What are the main objectives within each responsibility?
- What will I measure to ensure I am meeting my objectives?



my "why"

Working at Service Express has provided me with the ability to not only grow as an employee but also as a person. I initially started working in the warehouse and through Vision Talks with leaders and co-workers I was able to not only pursue a new opportunity to grow with the company, but also to help develop a position that had not previously existed.

Service Express is the company for me because the culture is unmatched as are the opportunities to grow with a company that is moving in the right direction.

- Rob
People-Powered
since 2008

my "why"

I have been very fortunate to spend over half my life with Service Express. I have had so many opportunities to grow and impact so many teams throughout my career here. I have seen this organization grow from 11 people to nearly 500 in the 20+ years I have been here, but never once did we lose sight of our culture, our Core Value, or our reason for being here—our people.

- Chad
People-Powered
since 1996



The benefit of measuring ROIs on a monthly basis is that we have regular conversations about job performance instead of just one review annually. Individuals are recognized and rewarded throughout the year for a job well-done and we provide support and training to boost an employee's effectiveness before performance becomes an issue.

5/15s

The 5/15 is an individualized strategic plan taking five minutes to read and fifteen minutes to prepare. Each quarter, an employee records their own goals and priorities for the next 90 days. This list is ideally comprised of 8-10 items and can include special projects, personal and/or professional development, and Vision goals or steps toward achieving Vision goals.



5/15s are used as a tool for both the individual and leadership to:

- Define the goals and priorities for the next quarter
- Track the achievement of these goals and priorities
- Share individual goals with leadership for alignment and opportunity

Leaders are actively engaged in making the 5/15s a valuable tool for individual achievement by keeping the goals and priorities on the forefront and offering additional resources and support.

Performance measurement tells the story—it's the way we understand what makes us successful and the key to ensuring future success.

Section 5

Development: The Service Express Way

“Learning is a lifelong process of keeping abreast of change. And the most pressing task is to teach people how to learn.”

- Peter Drucker



my “Why”

In all my professional career, I have never had the pleasure of working for a company that cares so deeply for their employees and customers. I have had the ability to work with a great team of people that have allowed me to thrive in my role through open communication and honest feedback. Everyone here has “got your back.”

- Sheri, People-Powered since 2015

Professional Development

All Service Express team members read or listen to four professional development books each year. Books can cover any topic from sales methodologies to the power of positive thinking. We believe that it is imperative for our people to continue to grow and develop in their positions, and be ready for whatever opportunities come their way. We believe that for our company to grow, our people must grow.

Team members are also encouraged to attend conferences, seminars, classes, listen to podcasts, and participate in other job-related coursework to sharpen their skills and to bring new ideas back to their teams.

Service Express University is a great internal resource for learning with over 150 courses, both self-led and facilitated by our Learning & Development team.

Service Express University consists of these resources:

The Learning Center

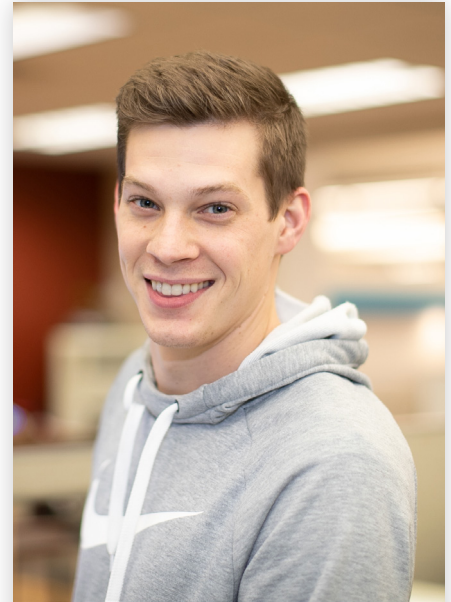
Where employees engage in Service Express-specific learning via our various Academies - Ace's Technical Academy, Ascend Sales Academy, People-Powered Academy and the Leadership Academy

LinkedIn Learning

A resource provided to all employees to empower them to stay curious and continue learning in pursuit of their personal, professional and financial goals

Defining The Service Express Way

Within the first year here, all new team members attend “The Service Express Way” class. Attendees learn more about the inner workings of Service Express story and the important ways our culture continues to shape our evolution.



my “Why”

Service Express is the company for me because of the amazing culture—it’s the main reason I can show up each and every day.

Working here has brought me great opportunities and I can honestly say I have never dreaded a day in the entirety of my career here!

- Bobby
People-Powered
since 2015



my "why"

The people are what make Service Express unique. As a people person, that's why I thrive here.

I love working with others and helping make a difference in their personal and professional lives. If you put in the work and help others around you, our culture is set up for you to get everything you want.

If you hire the right people, anything is possible. I've believed this since day one, and over 25 years later, the people are still what separates Service Express from everyone else. There's no better way to achieve your personal and professional goals than when you're working with people you can trust and count on through thick and thin. Service Express has felt like family here since the day I started.

- Larry
People-Powered
since 1998

"The Service Express Way" includes a detailed company history from an Executive Leadership Team member, a breakdown of what being a Service Express person means, a self-assessment, and a review of professional development and culture.

A town hall-style luncheon provides time to interact with members of the executive leadership team and to ask questions about company highs and lows, insights into the future and how the leadership team operates, or where the company is going next.

The key to The Service Express Way class is that we define, model and ask for participation right from the start. We don't settle for culture as a buzzword or a gimmick. It's a critical (and fun) part of our success and happiness as a company.

New Employee Training

New employees are placed into a learning path based on their job role when they start.

Aces Technical Academy

New engineers are assigned a mentor for the first six months who will assist in fundamentals training, and go out on service calls. The technical training starts with three classes in the first six months: x86, site audit basics, and entry/mid-range tape library. From there, engineers will continue on a learning path based on the equipment they service in the field, as well as their own specialty interests.

New Senior Account Executives (SAE) are set up for success with a 120-day SAE new hire learning path. SAEs participate in specialized classes—prospecting, sales processes, technical basics along with self-directed sessions. Weekly meetings with a Sales Coach provides support to strengthen new skill sets and prepare for SAE performance metrics.



Additional Resources

Our team has access to a wide array of resources to help them deliver the best experience every day. The Support Knowledge Base gives our engineers a one-stop shop for all the documentation needed to successfully complete a service ticket. It includes service guides, lists of common parts used for equipment repairs, service ticket history and external service links.

SAEs use the Resource Center for information on sales tools. Along the way, Sales Coaches lead sessions on best practices, industry developments and insights that impact sales success.

Leadership Development

Service Express leaders must have the ability to help guide, build trust and accelerate personal potential on their teams.

To promote individual and team growth, leaders attend offsite seminars three times a year, focusing on best practices, leadership wins and stumbles, and a lesson that targets an issue that is impacting the company in real-time.

Leadership Development helps communicate expectations as well as develop skills around servant leadership, communication, coaching, teaching, and delegating.

my "Why"

I love that I am part of something with unlimited potential and I enjoy being a part of such a great team with such respect for each other. We are always getting better—there is still a lot more ahead for me and for Service Express.

- Steve, People-Powered since 1992



What you can expect
from Service Express
leaders is...

Servant Leadership

A servant-leader focuses primarily on the growth and well-being of people and the communities to which they belong. While traditional leadership generally involves the accumulation and exercise of power by one at the “top of the pyramid,” servant leadership is different. The servant-leader shares power, puts the needs of others first and helps people develop and perform as highly as possible.

With people at the center of our operations, a team of leaders who understand that their role is to support and develop others is essential.

Our leaders follow a servant leadership model of leading in a way that enriches the lives of individuals.

What you can expect from your leader at Service Express:

Authenticity

A genuine interest in you as a person and the value you bring to Service Express

Strategy

Guidance to help you get where you want to go

Support

Coaching and resources to help you meet your goals

Transparency

Things can change quickly around here, but you get the 411 behind the change

Clarity

A clear picture of the value you bring to the company and what is expected of you

Open - Mindedness

New ideas for improvement or fun for customers, culture and processes are always welcome. Bring us your light bulb moments!

Vision

Your long-term goals create an opportunity to make a significant contribution to the culture and success of Service Express

This is our promise to the people of Service Express.



Executive Leadership at Service Express



Ron Alvesteffer
President & CEO



Bill Golder
Chief Revenue Officer



Josh Leatherman
Chief Marketing Officer



Rob Miller
Chief Services Officer



my "Why"

Service Express is a unique company where your opportunity to grow personally and professionally is determined by your drive, ability to solve big problems and the ownership you take over your area of business. I never cease to be amazed by the work ethic and innovation of our people. Every day, I walk out a better person than when I arrived and it's because of the people I get to work with!

- Josh, People-Powered since 2011



my "Why"

Being part of Service Express has been the most rewarding experience of my professional career. It's a challenging and rewarding place to work with a results-oriented and people-first culture. I get to be part of dynamic, smart, fun teams that have an impact on the entire company.

- Rob, People-Powered since 2010



Julie Ausherman
Chief Financial Officer



Dwight Strayer
Chief Strategy Officer



Jake Blough
Chief Technology Officer



Nick Ockwell
Chief Information Officer



Kim Randers
Chief People Officer

**“Culture eats
strategy for
breakfast”**

- PETER DRUCKER



Conclusion

Our Dedication to Finding the Right People

**Talented, motivated, “how can I help?”
people excel at Service Express.**

Our people power is one of the differentiating factors that sets Service Express apart. Selecting the right people for our company is how we sustain our culture and accomplish our goals.

The future is bright.

Opportunities now available at serviceexpress.com/careers