

Facebook Profile:

Phil applied directly by email.

Phil applied last time after we'd already decided on our in-person interviewees. Pastor Michael Penick kept encouraging me to meet with Phil as he is retired and "looking for a meaningful place to plug into the community". I didn't have the energy...

Laron

Take The Next Step

202 South Sams Street

Monroe, WA 98272

Subj: Executive Director Hiring Committee

Dear Hiring Committee,

I was very pleased to see this position come available with Take the Next Step. I have professionally managed business ranging in size from \$1m per year (in my early years) to \$50m when I chose to retire. I retired from business to seek out and find something where I could use my God given talents to help people.

Over the years, I have worked collaboratively with great teams to achieve goals and further the Vision of those businesses I have managed. Developing teams is the primary hallmark of my management style. Mentoring and helping each individual find their best value and ability to be a contributing member of the team. I prefer to teach a man (or woman) to fish, rather than feed them a fish.

Most people who have been marginalized by their circumstances just need the opportunity to succeed and re-tool themselves for success. In my years at the youth ranch I worked with at-risk boys in a residential setting providing structure, encouragement and opportunity to rise to their personal best. Many of those boys came from a dysfunctional home environment and they belonged to gangs. I found their hearts to be ready for a change. They only needed to see how to be their personal best.

Under your professional competencies I believe I can put a check mark beside each and I think you will find that through my past as a manager, husband, father and Christian businessman.

Corporate America is all about dollars. While dollars are important and we must be fiscally responsible, sometimes lost in the process are the very people we serve. Benefitting people and families is a strong desire for both my wife and me.

Years ago, I read a book on Emotional Intelligence by Daniel Goleman. It defined emotional intelligence as “the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically”. It was a pivotal moment in my management practice. I finally found a name for what I was trying to get my teams to do with those they work with and for. This was so much better than “Total Quality Management”. It put personality and caring into the process.

In addition to the aforementioned, I served under a person that mentored all of us according to the writings of Robert Greenleaf in the practice of Servant Leadership. While this seems very natural for the approach of a good manager, many do not understand the servant’s heart. It is a great approach and really strikes at the heart and scope of this type of ministry.

You may ask why Phil Scott? I would like to answer that in person however, I will state that I love people, I like to watch and facilitate people growing and I care. I was told once in my early years as a manager, that “your staff and employees don’t care how much you know, until they know how much you care”. I agree with this.

While I would need to learn the nuances of the ministry that Take the Next Step performs, at the root of it, I would bring empirical experience and skills necessary for the position.

I would appreciate the opportunity to interact with you on a personal level and see if my skills, experiences and passion for people align with your ministry to these various areas that Take the Next Step serves.

Thank you for your time and consideration

In His service,

Philip S. Scott

Philip S. Scott

Phil’s resume follows

Philip S. Scott

15924 179th Ave SE, Monroe, WA 98272

Cell: 206-963-6220

psscott53@gmail.com

QUALIFICATIONS

Highly qualified and certified General and Sales Manager with extensive experience in managing business ranging in size from \$2m to \$50m in sales. Skilled in employee oversight, employee training, contract and sales negotiation, detailed office management and compliance with all applicable regulatory agencies. Specialist in creating a “culture of professionalism, personal growth and a positive atmosphere;” known for designing and implementing effective office protocols, business development strategies and training programs. Confident facilitator; able to communicate with management, staff and community leaders at all levels. Recognized for creating workflows that enhance operations, decrease costs, and fulfill business strategies. Recipient of *FedEx Ground* 2006 “**Senior Manager of the Year**” for excellence in on-time deliveries, meeting budgets, enhancing contractor relationships and reducing accidents and injuries. Three-time recipient of the prestigious award of “**Gold Club**” for G4S operating in the top 3% of the company on all metrics. And one-time recipient of the prestigious “**Silver Club**” at G4S.

CAREER ACHIEVEMENTS

CleanScapes Contract Startup: Managed highly successful effort to secure a large contract with City of Seattle and provide a cost-effective start-up of that \$40M/year municipal solid waste contract: Acquired entire fleet of 100 trucks (\$25M); hired and trained 100+ new employees and re-trained/motivated 100 employees from outgoing contractor in two months within budget.

Collective Bargaining Negotiations: Fifteen years experience working with, and negotiating with, workforces and unions; successful experience in collective bargaining and de-certifying *Teamsters*.

PROFESSIONAL EXPERIENCE

G4S Secure Solutions (USA), Inc., Pacific Northwest
2010-2017

District Manager

- Provide overall general management of \$25m area office for the largest security company in the world
- Demonstrated business development to grow the business by more than 25% year over year
- Focus on change management, turning around a poorly performing office to become a model
- Made difficult decisions as to people, clients and financial impacts
- Mentored underperforming managers to become successful and integral to become a solid business unit
- Developed the Sales team to be goal driven and results oriented
- Contracted with a company to provide security increasing revenue by 10% within 3 months
- Successfully passed an OFCCP Audit and established leadership to perpetuate compliance
- Successfully negotiated Labor contract with largest service providers union to minimize negative impacts
- 3 years - G4S Gold Club (2011, 2012, 2014), 1 year - G4S Silver Club (2013)

CLEANSCAPES, INC., Seattle, WA

2007-2010

Senior Vice President, Safety, Human Resources and Maintenance

- Led successful startup of one of largest collection contracts in the US for solid waste, recycle, and compostables collections on-time and within budget
- Integral part of the executive team to bid on and secure multiple large-scale contracts

- Recruited, hired, and trained 220 employees initially; grew to 270 employees in under a year
- Exceeded budget expectations by promoting safety and maintaining low injury and accident rates
- Negotiated three collective bargaining agreements for the operating workforce
- Grew operations, maintained safety and quality service; achieved all internal goals

FEDEX GROUND, Sheridan, WY and Salem, OR 2005-2007
Senior Manager

- Managed multiple-route facility with substations, assisted with relocation and start-ups and achieved successful P&L contributions from all facilities in Northern Wyoming region
- Effectively managed a sales team to grow my respective business units growing 15% year over year
- Reported to senior management; managed customer communications, negotiated contracts with vendors and executed contracts with delivery contractors
- Oversaw employee relations, recruiting, hiring/training and management for 60 employees
- Orchestrated safety meetings, oversaw implementation of state and federal OSHA, DOT and corporate guidelines and standards
- Supervised data quality and budget controls, conducted internal audits, implemented improvement and development plans, and managed account and expense reports

JUBILEE YOUTH RANCH AND CHRISTIAN ACADEMY, Prescott, WA 2003-2005
Chief Operations Officer

- Managed full charge of an at-risk youth residential program with an operating budget of \$2M per year.
- Led 40-member staff responsible for operations; managed payroll, AR/AP and all financial statements and fundraising.

WASTE MANAGEMENT INC., Seattle, WA 1999-2003
District Manager, South King County, Seattle and Eastmont

- Oversaw general management of \$30M revenue base, including operations, maintenance, facility management, sales, safety and service; supervised 240 employees on 160 routes serving 150,000 customers in 8 cities
- Facilitated major residential and commercial contracts with the *City of Seattle*
- Engaged in contract negotiations and successfully prevented labor strikes with the *Teamsters*

STERICYCLE, INC., Renton, WA 1996-1999
District Manager/Sales Manager/Pacific Northwest Operations Manager

- Created customer service logistics management program that was incorporated by the company nationwide
- Demonstrated sales acumen in the development of our core business to position our company to be the leader in Medical Waste in the USA
- Reduced overall expenses by more than \$500K annually for the region (25% reduction)
- Integrated 4 acquisition businesses, resulting in a business and process level increase of 33%
- Introduced safety program and lowered accidents by 40% annually and reduced personal injury rates by 50%
- Facilitated compliance with OSHA, OFCCP, CAL-OSHA, WISHA, NIOSH, CDC, CHP, DOT and more

EDUCATION

CLARK COLLEGE, Vancouver, WA, Prerequisite ***Courses toward Master of Business Administration***

SHERIDAN COLLEGE, Sheridan, WY, Prerequisite ***Courses toward Master of Business Administration***

WYOMING BIBLE COLLEGE, Ranchester, WY, ***Bachelor of Arts***

Military Service

United States Marine Corps, 1st & 3rd Marine Division, Field Artillery Operations Chief (0848) Staff Sergeant (E-6) Honorable Discharge 1971-1978 (Vietnam Era)