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BEST PLACES TO WORK in Central Iowa



Carrier Access Inc.

Carrier Access Inc. prides itself in cultivating a laid-back yet professional atmosphere in the workplace.

But when it comes to customer service, the Waukee-based company is all business.

Established by the 2004 merger of two companies – Carrier Solutions and Access Data – Carrier Access recommends and markets products and services from a number of local, long-distance, Internet, data and cellular providers across the United States.

“How are we going to perfect the customer experience?” asked Shane Stark, Carrier Access’ director of operations, referring to his company’s philosophy of providing exceptional service, both internally and externally.

To answer such questions, Carrier Access looks to its 32 employees, 24 of whom are located in Greater Des Moines.

With a focus on achieving company, departmental and individual goals, Stark said, Carrier Access encourages employees to chime in.

“We solicit the employee group in a lot of situations for company decisions,” he said, noting that managers recently asked each of the employees to think of three things they can do individually to improve clients’ overall experience.

Their aim, Stark said, is to help customers come to one important realization: “I’m glad to do business with those guys.”

Carrier Access also asks its work-

From left: Brendan Phelps, president and CEO, Shane Kennedy, director of sales, Peggy Casstevens, director of finance and human resources, and Shane Stark, director of operations.

ers to be proactive in resolving internal issues; Stark said this helps make the company a great place to work.

“We encourage peer-to-peer conflict resolution,” Stark said, noting that when an employee walks into his office to discuss an issue involving a co-worker, the first thing he asks is, “Have you talked to that person?”

“We want our employees to have enough trust and mutual respect for one another” to work on resolving conflicts before involving a member of the management team, he said.

Stark said the company’s leaders shy away from micromanagement, preferring to employ self-starters who work well with others.

“We spend a lot of time and a lot of money to learn everybody’s working style,” he said.

And because Carrier Access understands the importance of playing hard as well as working hard, it provides a comprehensive benefits package, including paid time off.

“I think for a small company we have a really good benefits package,” Stark said. “We give people five days of vacation the day they walk in the door.”

“We want everyone to work hard,” he said. “But we understand people need to recharge.”

– Todd Razor