

## **Employee Spotlight: Maria Butchko, Service Dispatcher – Building Services**

Behind every successful service call is someone making sure the right people, information, and equipment are in the right place at the right time. For McClure's Building Services team in Williamsport, that person is Maria.

### **25 Years of Dedication**

This April marks Maria's 25th anniversary with McClure. Her journey began in 2001 when she started part-time through an affiliation with PPL. After proving herself in that role, she was offered a full-time position, a transition that launched a long and meaningful career with the company.



### **The Heart of Daily Operations**

As a Service Dispatcher, Maria's role is multi-faceted and fast-paced. Her day includes office management, dispatching, scheduling technicians, setting up jobs, and preparing preventive maintenance proposals and quotes. Each day brings something new, and no two schedules look the same.

What Maria enjoys most about working in Building Services is the people. She values the strong relationships she's built with coworkers over the years and appreciates the opportunity to work directly with customers and hear about their experiences.

### **Thriving in a Constantly Changing Environment**

For Maria, successful service dispatching requires a willingness to learn—every single day. Even after decades in the field, she emphasizes that there's always more to pick up, especially as systems, equipment, and customer needs change. She credits McClure's technicians for being an invaluable resource, willingly sharing technical knowledge that helps her put together accurate and thoughtful proposals.

When everything feels urgent, Maria focuses on asking the right questions and prioritizing the most critical needs. Issues that affect production, server rooms, or contract customers take precedence over comfort concerns, ensuring customers' operations stay running.

The challenge? Juggling it all. Plans change quickly when emergencies come in, proposals arrive unexpectedly, or technicians need help sourcing parts or researching issues. Staying organized and flexible is key.

### **Supporting the Field—and Each Other**

A large part of Maria's role is making sure technicians are set up for success. She prioritizes scheduling every day, even during busy periods, because steady, well-planned work is essential. Knowing her technicians have what they need: clear schedules, job details, and support, gives her a strong sense of accomplishment.

She takes particular pride in the Williamsport team, noting how well everyone works together on a daily basis. She's seen the service department grow and recognizes the development of the construction team, crediting leadership and collaboration along the way. Accomplishing so much with a small, tight-knit group is something she truly values.

Maria works closely with Shawn Robb, Service Manager, and deeply appreciates their partnership. With overlapping skill sets and a shared willingness to step in when the other is overwhelmed, their teamwork keeps operations moving smoothly.

### **A Culture of Pitching In**

Maria describes McClure's culture as busy, but supportive. Everyone does their job, but no one hesitates to help when needed. Whether it's unloading trucks or jumping in to solve a problem, there's always someone willing to lend a hand. That sense of teamwork makes it easy to ask for help and reinforces the company's collaborative spirit.

### **Customer Service Comes First**

To Maria, great customer service means putting the customer first, always. Clear communication and timely scheduling are critical, letting customers know what's happening, when parts will arrive, and what to expect next. She understands how difficult it can be to gain new customers, which makes maintaining strong relationships and consistent service even more important.

### **Beyond the Office**

Outside of work, Maria enjoys gardening, small DIY projects, and spending time with family and friends. As a Penn State graduate, she's an avid football fan and enjoys cheering on the Nittany Lions. She also loves spending time with her Beagle, Miss Ali, who keeps her busy outside of work.