



Meet the Team

FAITH GRAY

Customer Service Supervisor



From Receptionist to Customer Service Leader: Faith's S&P Journey

Twenty-three years ago, Faith packed up her life in Indiana, left the snow behind, and moved to Jacksonville with no job and no guarantees, just a belief that she could build something new.

Not long after arriving, she drove past S&P and decided, "I'm going to work there."

A few months later, an ad in the newspaper led to an interview, and she was hired on the spot as the receptionist.

What followed wasn't a single career-defining moment, but a steady commitment to learning. Faith taught herself the business by reading, asking questions, taking on new responsibilities, and never being afraid to figure things out. She moved from reception to handling returns and warranties, then order entry, eventually helping build the Customer Service Department and Technical Services team from the ground up.

Today, as Customer Service Supervisor, she leads order entry, customer support, and technical support teams. Her philosophy is simple: listen more than you speak, stay focused on the task in front of you, and never take things personally.

"I enjoy doing what I do," Faith says. "I feel like I'm making a difference."

For more than two decades, Faith has been a trusted advisor to customers, a mentor to teammates, and a reminder that growth often comes one question, one lesson, and one day at a time.

Thank you, Faith, for the difference you make every day.