


Employee Spotlight on Eron Harvey

What is your area of responsibility at RRF? (job description and territory)

I am the account representative for much of the Chicagoland area east of 59.

Tell us a little about your background?

I've been in sales most of my life. My position prior to RRF was with a data transfer software company, but I have also helped customers in the printing industry, agricultural industry and CNC chip-making industry. I believe that if you work as a partner with your customers and are an advocate for making their work day a bit easier and more profitable, you can be successful no matter what product or service you are offering.

What brought you to RRF?

Through the best way possible – word of mouth. I had a friend who knew I was looking to make a career change and he had another friend, Michael Hahn, RR Floody Sales Manager,

who was looking for a seasoned sales professional. Our mutual friend knew it would be a good fit for all involved.

What strengths do you bring to this job that makes you a valuable resource to your customers?

I'm an avid reader and lover of learning something new every day. With my switch to a new industry, it's been very important for me to be able to pick up knowledge about factory automation and become fluent in the number of different lines we carry here at RRF to best serve my customers. Also, with my diverse work experience, I can relate to everyone in a company, regardless of their title and responsibility.

What are some key lessons you have taken from your career thus far?

First, I once had a production manager who would say, "Everyone tells you they don't have time to slow down and do something right the first time, but they always have time to do it a second time after the first time is rushed and screwed up." That is so true. It's better to ask a few more questions, test a few more options in the lab, get a few more opinions to be sure the product you are offering is the right one for the job than it is to rush through the process just to be the first one to quote. When you are dealing with something like factory automation, an accurate, quality proposal is better than a quick quote every time.

Second, own up to your mistakes. That's important in every aspect in life, not just work. No one is infallible. Mistakes will happen. (They'll happen more often if you don't follow the principle I mention above!) But the real problems start when you try to pass blame or hide behind wording in a contract. If you or your company or a supplier made a mistake, admit it and stand behind the remedy. First, it knocks the thunder out of the other party's anger. Second, the quicker you accept the responsibility, the quicker you can offer a solution, which gets you back to being an advocate for your customer. Ultimately, that's the real reason we are working in this industry.

Describe some of your hobbies – what do you like to do outside of work?

I have three great loves outside work – writing, coaching soccer and my family. I've written stories for several publications, including Northwest Quarterly, Rockford Parent,

815, Rockford Register Star, Freeport Journal Standard, and even had a byline in USA Today. I've also penned a World War II memoir for a B-17 nose gunner and cowrote a novel I'm working on getting published.

The other hobby is coaching soccer. I'm currently a coach for Rockford Raptors soccer club and Rockford Christian High School as well as leading multiple middle school teams and teaching private individual and small group lessons.

If I'm not working, writing or coaching, I'm usually with my wife, Cindy, watching our two sons, Jesse and Jacob, and daughter, Jada, play soccer, basketball or volleyball. Clearly my life is very full!

What is one thing you customers might find surprising about you?

I missed a Joe Montana Super Bowl to meet my wife – the one where he beat the Cincinnati Bengals with a touchdown in the last minute of the game. We met when we were 15 years old, and have been together for 28 years. I tell our kids I've been kissing the same woman for four decades. Technically, it's true. We met in 1989, so we can count the '80s, '90s, '00s and '10s.