

CARE AND COMPASSION

MEDICAL SERVICE COMPANY

AT MEDICAL SERVICE COMPANY, EMPLOYEES ARE TREATED WITH THE SAME KINDNESS AND CONSIDERATION CLIENTS RECEIVE.



"I'M VERY PROUD OF OUR WINS EACH YEAR. BUT THIS ONE IN PARTICULAR — OUR 10TH — IS AMAZING, ESPECIALLY AFTER THE YEAR WE'VE HAD."

MELISSA SEITZ,
VICE PRESIDENT OF HUMAN RESOURCES

WHEN MERLE AND JEAN MARX LAUNCHED Medical Service Company in 1950, they vowed to serve customers — and staff — with compassion and integrity.

"We look at our employees as our customers," says Melissa Seitz, Medical Service Company's vice president of human resources. "The safety, health and happiness of the people who work for us and their families come before anything else in the organization. As a result, we trust they'll deliver that same level of care and service to the patients we serve and the communities we touch."

The firm asks their employees to weigh in on big decisions that directly impact them, ranging from work environment to benefits. That feedback serves as the foundation for formulating company policies.

Last year was no exception, as employees continued to play an integral part in the decision-making process.

"We surveyed our folks three times last year to get their take on what they'd like to see the workplace be," Seitz says. "Do they want to return to the office or work remotely, do they want a blend or hybrid? As we look to redesign our office and start to invite them to return, we're taking the information they gave us to make final decisions on what our future service company will look like."

Seitz cites Medical Service Company's robust training program as a key way to cultivate and keep top talent. Employees are offered myriad opportunities for growth and development, including engaging in cross-training programs that help them reach leadership potential or sharpen their skills in the area of the organization where their passion lies.

Joel Marx, chairman and owner, welcomes new staff members in engaging ways that affirm the company's familial commitment. In addition to mailing greeting cards to new hires, Marx hosts a quarterly Java with Joel breakfast, where he gives them the opportunity to discuss personal and professional goals.

"When I started 13 years ago, we had about 100 employees," Seitz says. "And, although we've grown so much, the opportunity to meet with Joel is still an important part of onboarding. That's pretty cool."

—Linda Feagler

LOCATION: Oakwood Village

EMPLOYEES: 360

WHAT THE COMPANY DOES: A post-acute health care organization specializing in providing medical equipment for chronic-respiratory disease management to patients at home and in rehabilitation centers around the country.

WHY IT'S A GREAT PLACE TO WORK: The third-generation, family-owned-and-operated business gets to know their employees and helps them reach career goals.