

SUCCESSFUL WOMEN IN BUSINESS

CELEBRATING WOMEN'S HISTORY MONTH

Customer Service is Still King

By Sarah Coveney, CPA,
Premier Payroll Services

Technology is continuously evolving. In a world where AI and chatbots reign supreme, it is becoming easier to take the personal touch out of the customer service picture. The TRUE value of customer service is not just providing an auto-generated answer — but having your client feel truly supported. Customer service from a real person is invaluable, especially for a small or medium sized business owner.

Coming from the vantagepoint of being a technology service provider, I completely understand the need to evolve and offer the latest technology and security. I am continuously searching for better ways to

serve our clients with new solution offerings, trainings, webinars, and other resources to make sure our clients have what they need and can look to Premier as a resource. But everyone else is doing the same thing.

So, what is the difference? Why would someone come to Premier for payroll & HR? It's simple — and something my parents figured out when they founded the company in 2000. Customer service matters. Premier has a history of reliability, trustworthiness, and excellent service for over 24 years and my goal is to carry on that legacy. Our support team is hands-down the BEST and is the main reason why people are coming to us instead of going to the big box payroll providers.



SARAH COVENEY

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We have the latest technology along with everyone else — but we have real people who are answering the phone, real people who are providing answers. We get to know our clients and we are vested in their success. They know our support reps by name, and we provide personal service tailored to their needs.

I will continue looking for ways to become more efficient, more available, more in-tune with the changing needs of small and medium businesses, but it won't come at the expense of sacrificing the personalized customer service that Premier is known for.

About Sarah Coveney, CPA:

Sarah never planned on going into the family business, but she has taken Premier Payroll Services to new heights and wouldn't change a minute. An Accounting graduate of Lehigh University and Captain of the Women's Golf Team, Sarah worked for two years at a large public accounting firm, where she became a CPA, before joining the family business in 2007. Premier Payroll Services was founded in 2000 by Sarah's parents, Bill and Dianne March, who recognized the need for better service and customizable options when it came to payroll & HR for small businesses.

Premier Payroll Services is in the heart of Royersford in the remodeled Royersford National Bank and has grown to serve over 1500 clients.

In her spare time, Sarah enjoys traveling with her family and getting out on the golf course. Sarah and her husband (who is also a CPA) have two children that round out their foursome.

For additional information, please call Premier Payroll Services, Inc. at 610.917.2281 and visit www.premiernow.com.



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Lori Colasanti Knows a Thing or Two About the Local Job Market

Over 26 years ago, Lori Colasanti was working for a local non-profit in Conshohocken that specialized in helping local businesses grow and expand. After several years, she had a vision of bringing together employers and job seekers to build the local economy, provide employment opportunities for local residents and to empower women in the workforce. With that in mind, she founded the for-profit entity, The Job Exchange Associates, Inc.

Located in Limerick, and well-suited to small and mid-sized employers in Chester, Delaware and Montgomery Counties, their mission has always been to deliver effective, personalized, and consistent service in helping companies find the talent they need in four core marketplaces: accounting, administrative support, customer support, and human resources. They do this by staying true to the vision in their name. Just as great exchanges have brought people together for centuries to do business, Job Exchange is a trusted, personal, and informed marketplace where employers and job seekers come to do business and succeed.

The staff has more than 40 years of combined experience working with hundreds of hiring managers at more than 500 companies and placing more than 3000 candidates in employment. To help businesses find and hire talent, Lori and her team use a personalized project-managed approach. While each position and industry have unique characteristics, their methods incorporate significant vetting and in-depth of research in many sectors including insurance, consumer products, manufacturing, financial, construction, healthcare, transportation, and banking.

Most recently, there have been a lot of exciting happenings with The Job Exchange. In addition to winning a Philly 100[®] Award in 2023 and a Best of Staffing[®] Award in 2022, Emerson Group of Moorestown, NJ announced its acquisition of, and partnership with, The Job Exchange Associates, Inc. This strategic move signifies a pivotal moment for both companies and underscores their collective commitment to growth within the staffing and recruiting industry. This collaboration promises to elevate the expertise, resources, and service offerings to better meet the evolving needs of both employers and candidates in the greater Philadelphia and southern New Jersey areas. The two seasoned recruiters from The Job Exchange, Renee Stipa and Jami Rossman, are valuable additions to the Emerson Group team. With demonstrated excellence in recruiting and customer service, they have built enduring relationships with clients and top talent alike. After 26 years in the staffing industry, Lori Colasanti, the Founder and President of The Job Exchange, will also remain on as an integral part of sales, operations, and business development.

Going forward, Lori is so pleased with all that has happened with The Job Exchange. She feels she has made an impact on the local community. She reflects on the personal satisfaction of helping local talent find jobs they love. And, she understands the importance of finding a job you love.

For additional information, please call 484.854.0076 and visit www.thejobexchange.com.



LORI COLASANTI

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Phoenixville Federal Bank & Trust Celebrates Women's History Month

Phoenixville Federal Bank & Trust is a financially strong bank headquartered in Phoenixville, Pennsylvania with branches in Chester and Montgomery Counties. We provide a diverse portfolio of personal and business checking, savings and commercial and residential lending products and services, including wealth management and trust services. We are a mutually-owned community bank committed to improving the quality of life in the communities we have served for more than 100 years.



We would like to show our gratitude to all women in the banking industry, especially our own! Phoenixville Federal's branch locations are led by five women who epitomize what it means to be a leader, day in and day out, and we couldn't be happier to have them leading our branches. Pictured left to right:

Beth Mastrangelo,
Branch Manager, **Phoenixville**,

Marilyn Reich,
Branch Manager, **Kimberton**,

Jane Black,
Branch Manager, **Royersford**,

Kathy Clark,
Branch Manager, **Collegeville**, and

Cathleen Kabakci,
Branch Manager, **Limerick**.



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