

Margaret Patterson

**Title: Facilities Custodian
Employee Since: 2018**

Employee Spotlight

We are celebrating 40 years of personalized service and improving animal health. This milestone could not have been reached without the hard work of our extraordinary team of scientists and support personnel. We are putting the spotlight on various members of our team throughout our celebration of this 40-year milestone.

What made you apply at VMRD?

I knew Shelly from church, and she said I should apply because it was a great company to work for.

Do you remember your first day?

Yes, I was shown around the building and the tractor shed and meeting people and wondering how many times I would get lost and forget names.

What is your role and background?

How has your job changed over the years?

I am one of two Custodians employed at VMRD. Before I came to VMRD, I owned an Aerobic Exercise studio, was a fitness trainer, worked as a Medical Assistant/Secretary for surgeons, cleaned private homes and landscaped their yards. I was a Housekeeper and Maintenance person for an Adult Care Center and had worked at WSU as a Custodian for one of the Science buildings. My job has changed at VMRD because I have taken on more responsibilities; coordinating with the Purchaser in ordering cleaning supplies, responsible for cleaning, maintaining, and ordering coffee supplies and contacting service for breakdowns of all coffee and water machines, responsible for seasonal snow removal and landscaping/mowing/flower planting and weed pulling. Helped to set up the Custodial duties, and initially solely carrying them out, at the outside Longhorn Labs.

If you could switch your job with anyone else within VMRD, whose job would you want?

No one, I really do love my job.

What has been your biggest achievement/success?

Setting up Maintenance and cleaning programs and having the freedom to make changes in the procedures, supplies and methods as needed.

What has been your biggest "lesson learned"?

That my supervisors/managers always have my back if I have a problem with anything and they encourage me to improve and grow.

What advice would you give to new hires?

Relax, get to know the company owners and your co-workers, they are special and good people. Know that you are fortunate to work with the VMRD family and it will probably spoil you when you go to work anywhere else after here!

What is your favorite part of your job?

What excites you the most?
A job well done. A formerly cluttered, unorganized and dirty place that I made orderly, organized and clean.

What is your favorite VMRD memory?

My first review, being acknowledged for my character strengths and occupation skills that I had never been told before, especially on a job. The summer company picnics and morale days.

What is one thing you wish you knew before starting at VMRD?

How much my supervisors had my back, usually, it is every man/woman for themselves at work, but, at VMRD its 'Treat others the way you want to be treated'.

How would you describe the company culture?

Christ-like, encouraging, edifying, helpful and sharing their success.

What do you hope to see for VMRD in the future?

Lots of growth, domestically and international with GREAT success.

