



Ken Field

Owner of Slate
Belt Energy
Services

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Smile

This is one way off my normal range of topics but I feel like it's important enough to go out on a limb to say it. Most people don't love their job. At least not after the first 10 or so years. But learning the ins and outs of anything makes you pretty good at it after a while and it seems easier than when you were new at it. Mid-life career changes are not too uncommon but many times they are not the choice of the person with the career and more likely due to something up the line in management. Like the sale of a company or relocation. This article is really about surviving a long term career in a trade or retail or anywhere people need to connect with people in-person multiple times on a daily basis. Here's a tip for customers: Don't be rude. It seems that some customers feel the need to berate the person the check is written out to in an effort to reduce the remorse caused by having to spend money by. Or worse yet, they berate the person employed by the company the check is made out to. There is never an acceptable reason for that. I won't get into an argument with anyone over a job or any work that has already been done. If there was a problem, it is corrected before the work needs to be paid for. Even if a problem pops up later, warranty work takes top priority and problems are resolved no matter if it was a manufacturing problem or a workmanship problem. But anyone who thinks that being rude will get their next call answered or their next job scheduled is wrong. In 34 years of operation, only a handful of customers were impossible to work for out of several thousand. Everyone has a bad day here and there but when someone has a bad day every time I interact with them, they must be allergic to me and that means they need space. I give them a lot of that. I don't blame homeowners for being upset when something breaks, I get it, but if I didn't break it and it is already been in service for 5+ years, things will malfunction. I will troubleshoot it and give an estimate before I repair it but that is the best I can do. Bad attitudes and rudeness don't reduce the cost, they increase the tension. The last year has been difficult on everyone and it's nobody's fault. Smile and the world smiles with you.

Ken Field is the owner of Slate Belt Energy and Field's Service, Inc. As a certified energy rater and contractor, he is qualified to assess every aspect of energy usage and prescribe solutions to save energy. He can be reached at 610-759-6306 or email Ken@FieldsService.com

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Godshall

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homes and has had to overcome many challenges. I learned early on that obtaining a good education was one of the most powerful ways to change my circumstances

I have raised two Black sons as a single mother in a nation filled with division," said Godshall. "Throughout my lifetime, I have utilized many services similar to those offered by this agency. This agency gives me a platform to speak up for those left behind and serve all people who face obstacles to economic opportunity. I understand their struggles and I will fight for the kind of fairness to which each and every one of us should be entitled."

Prior to joining Community Action, Godshall managed fundraising and communications at the Allentown Rescue Mission, directed the Ways to Work Family Loan Program at Family Answers, Inc., and managed volunteers at the Children's Home of Easton. She spent several years working as a journalist, as well as working for ABC Sports and as a producer for ABC News.

Godshall graduated Magna Cum Laude with a Bachelor of Arts in Communications from Buffalo State College in New York. She serves as the Board Chair for Northampton County Housing Authority and is a member of the Board of Trustees at Cedar Crest College. Currently she resides in Northampton with her husband, Austin Godshall, who owned and operated Austin's Auto in Bethlehem for 35 years before his retirement in 2011.

One of her first acts as Executive Director will be to hire her replacement, stabilize the agency in a pandemic and then tackle a capital campaign to build a youth center in the City of Allentown as part of Community Action Development Corporation of Allentown's Neighborhood Partnership Program. The multi-million-dollar facility will be the focal point for a wide range of activities designed to make sure every child is prepared to be a self-sufficient adult. The facility will include space for youth sports and arts programming to enable the kids who attend to be well-rounded, academically capable and earn a decent living.

She also wants to ensure that the agency's housing rehab effort that currently has 66 properties in play continues to grow and become sustainable.

Godshall takes over an agency that has grown exponentially under Jennings' leadership, with a budget of \$30 million, more than \$9 million in real estate, including the buildings that make up the Sixth Street Shelter, Sharon's Pantry (site of the Second Harvest Food Bank) and the Forte Building, the agency's headquarters in southeast Bethlehem. The agency has 100 employees, has won countless awards and has established itself as one of the strongest Community Action Agencies in the country.

Godshall's vision for the agency is to continue to play a vast role in helping our community be a more equitable and economically prosperous place for all residents to live and thrive. She believes that we also need to be able to come together to have conversations about our differences, whatever they may be, in a calm and civil manner. She notes a key priority as implementing the strategic plan being developed by the Color Outside the Lines initiative, which has engaged the Lehigh Valley in a conversation about race and ethnicity that eliminates barriers to fairness and opportunity.

She will officially assume her new position on June 1st but will spend the next two months working closely with the Board of Directors and Jennings on the transition.

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