

Educating consumers her greatest satisfaction

Musial enjoys helping to clear credit problems

By Michelle Turcotte • Herald Times Reporter • June 27, 2010

Name: Sarah Musial

Age: 29

Educational background: Lincoln High School, 1999; coursework at Lakeshore Technical College; certified professional Collection specialist

Where you live: Manitowoc with her daughter, Massendra, 9

Position-what do you do: Musial is a professional collection specialist and collector team specialist for Americollect Inc. in Manitowoc.

She assists with collecting accounts, works with consumers on clearing their credit and works on special projects with clients.

She supports Americollect's partnership program. She is paired with new employees and serves as a mentor and go-to for questions. Musial also assists with fundraising to support local charity programs.

Work challenges-satisfactions: "The challenges are making sure the consumer feels heard," says Musial, "helping to meet our company goals daily, and assisting fellow teammates with account questions and issues that arise out on the collection floor."

Musial says her greatest satisfaction is educating and helping consumers clear up their credit. She also appreciates that her position offers the ability to grow into additional leadership roles. "The flexible work schedule is great, too," says Musial. "We work Monday through Thursday and it's nice because it helps me balance home life and career."

Career goals: "I'd like to continue my education to better myself at Americollect, and to continue to grow into a stronger leader here," Musial says.

Mentors-others who inspire you: Musial considers her parents, John and Ann Musial, her primary mentors. "Because they are great role models, hard workers and have taught me a lot," she says. "And my daughter, Massendra, inspires me. She's the reason I get up and go to work everyday."

Musial also says she's learned a lot from leadership team and fellow teammates at Americollect.

Advice for other young professionals: "Treat the company you work for as if you owned it yourself," Musial advises. "Walk with pride as you leave each day knowing you have given your best.

"Support your community and stay involved. Continue your education because it is never too late to learn. And, as a single mother, I would tell anyone that as long as you work hard and focus on your goals there isn't anything you can't accomplish."

Community involvement: Musial is a member of Sail Young Professionals of Manitowoc County. She also fundraises each year and participates in the Big Brothers Big Sisters Bowl-a-Thon and the annual March of Dimes' March for Babies walk. Musial put together four Americollect teams for this year's Bowl-a-Thon and calls the event "a blast."

Enjoyable activities away from work: Musial enjoys attending her daughter's numerous sporting events. "She's involved in everything," she says. "Massendra plays basketball, softball, dance, swimming, tennis." Musial also enjoys spending weekends in Door County, biking, spending time with family and friends and is a huge Packers fan who loves attending games.



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