



Associate Spotlight
Kimberly Haas
Baxter Restoration

Editor: *How long have you been an IFMA member?*

I have been an IFMA member for just a few months but feel very welcome and I am excited to make new relationships with members in our organization.

Editor: *What types of products/services does your company provide for Facilities?*

Baxter Restoration is trusted advisor to our clients when it comes to property damage and reconstruction projects. We are there to help our clients on their hardest days when dealing with water intrusion, microbial growth, and fire/smoke damage. Our main goal is to get our clients back to work in their businesses after a property loss with integrity, efficiency and compassion.

Editor: *How did you get into the career you are now in?*

A good friend who worked for a third-party claims administrator (NARS) introduced me to the property/insurance restoration industry about four years ago. Since then I have earned my insurance adjusting license with the state of Florida and certifications from the Institute for Inspection, Cleaning and Restoration (IICRC) for water restoration and applied microbial restoration.

Editor: *What was your first paid job?*

My first job was at a Hallmark Card store when I was 16 at the Chesterfield Towne Center in Midlothian, VA. My favorite memory of working there was their chocolate candy case!

Editor: *What is the most challenging aspect of your current job?*

Communication! There are many different touch points for every job from the initial customer contact, to creating estimates, scheduling, material selections, and job follow-up. Superior communication is how we differentiate our company and that helps guarantee success for ourselves and our customers.

Editor: *What advice would you have for new people starting out in your career?*

Never stop learning! There are so many ways to help our clients and the more we know, the more we can be competent problem solvers in their time of need.

Editor: *What is your greatest professional and/or personal achievement?*

My greatest personal achievement is running a full marathon. I have run many half marathons but decided to go forward for a full marathon (26.2 miles) a couple years ago. Completing that race gave me an appreciation on how much planning, training and mental endurance that athletes go through.

Editor: *Tell us something about yourself that perhaps most people do not know.*

Recently I purchased a new mountain bike. I've been enjoying the new challenge of riding on off-road trails and I am trying to improve speed, technical maneuvers, while avoiding obstacles.