

Mary Anne O'Toole

SALES COORDINATOR AND MANAGER OF CUSTOMER SERVICE

Classic Optical Laboratories
Youngstown, Ohio



CHOSEN BECAUSE...

"Mary Anne is a role model, mentor and friend. Her customer service team appreciates her open management style saying, 'She truly made a difference in our lives - professionally and personally.'"

Years ago, Mary Anne O'Toole was promoted from an office manager to a sales position because her manager thought she could do the job. Years later, it happened again. She was promoted to a position for which she had no previous experience and like before, 'O'Toole rose to the challenge. Today, she is the sales coordinator and manager of customer service for Classic Optical Laboratories. Prior to her position at Classic Optical, she had no experience in the optical field "besides having to wear glasses."

Today, O'Toole plays an active role in the management of Classic Optical with her fellow senior managers. One of her favorite aspects of the job is staff training and development. As a team, the customer service group works together to stay up-to-date on products, processes and communication tools. Because customer service requires more than just phone skills today, O'Toole makes sure her team is proficient in writing skills for crafting emails, text messaging and social media.

SHE SAYS...

"It is very gratifying to me to 'manage' a group of 11 women that get along. Sometimes my best instinct is to just let them go their way and trust that they will do what is right. Watching them grow as a group and as individuals has been very rewarding."