

Success Stories



Tim Ball, SMS Facility Manager at Cumberland Mall

Tim began his career with Service Management Systems (SMS) at Cumberland Mall in Vineland, NJ on September 8, 2010. He was hired as a maintenance employee straight out of high school. After working in maintenance for just over two years, he was promoted to the Facility Manager position in November of 2012.

Upon taking on the role of Facility Manager, Tim recalls that there were several challenges he felt needed to be addressed. However, he felt blessed to be in this role and was confident that he and his team could overcome these obstacles. Tim feels that his biggest accomplishment was learning the expectations and standards of both SMS and our PREIT customers at Cumberland Mall in order to exceed those standards with excellent customer service. Tim's drive was quickly recognized by the SMS team and in his first year as Facility Manager, Tim won the SMS "Whatever It Takes" award.

On July 19, 2019, Tim received the following email from Lisa Milideo, the Cumberland Mall Marketing Director: "The staff was GREAT today in helping set up for tomorrow's event. I wanted to give you a heads up that I will need your help as a 'handler'...a few unexpected things came up that were not communicated to me until yesterday. Would you kindly help at the Marvel Character Meet and Greet, and be their escort for their breaks and returns?"

Tim's response: "No problem. We will make it happen. And you are super welcome."

Donna Longo, Cumberland Mall General Manager, was so impressed by Tim and his response to their needs that she forwarded on the following email with the subject line, "Tim Ball: CMB Super Hero":

"This is a standard response from Tim. 'No problem,' and he takes care of whatever we ask of him and then some. Cumberland Super Hero Day was on Saturday, July 20th from 11:00 am to 1:00 pm. Tim and his team set up for the event, had to make sure the mall was customer-ready by 10:00 am and event-ready by 11:00 am.

In addition, Tim assisted with the costume super hero. During the event we had 3,400 people in the mall. While he was a "handler," Tim and his team continued with their daily duty of keeping Cumberland super clean!"



Tim filling in as a "handler" during the Marvel Character Meet and Greet

Tim and his team always strive for those high standards that have been set. This is evident in the praise Tim has received from our PREIT customers at Cumberland Mall. Donna says she can always count on Tim to help out any department, when needed, and he is a true asset to her team at Cumberland Mall.

Even outside of work, Tim is a valued member of the Vineland, NJ community. Beyond spending quality time with his family, Tim is very active in his church. He is a licensed Minister, is in good standing with United Pentecostal Church International (UPCI) and is currently an Assistant Minister at his church. During his free time, Tim also trains, teaches and competes Judo and Brazilian Jui-Jitsu. He began running the Vineland Judo Club in May of 2018, teaching both kids and adults. Whether he is at work, with his family, or out in the community, Tim exhibits all of our Core Values and we could not be prouder to have him as a part of our management team at SMS.



Tim Ball and the SMS team at Cumberland Mall