

Service Management Systems

Success Stories



SMS Nominated for The Edgars Achievement Awards: Employer of the Year through Goodwill of the Heartland

Service Management Systems, Inc. (SMS) is a proud partner with Goodwill of the Heartland. Due to the efforts of Lisa Mrasak, our SMS Facility Manager at NorthPark in Davenport, IA and SouthPark Malls in Moline, IL, we are humbled to have been nominated for The Edgars Achievement Awards for Employer of the Year.

In early 2023, Lisa gladly embraced helping Goodwill of the Heartland with their career program, Building Opportunities for the Future. This program is for people who face barriers to employment and independence. Goodwill helps turn those challenges into career opportunities. Their programs “empower and inspire self-confidence, responsibility, and a strong sense of self-worth.” In addition to employment assistance and training, these programs see lives transformed by hope every day, which is why Lisa continues to support them.

The first hire Lisa made from the program is Morris Hansen, pictured with Lisa at right. Morris is one of our treasured Housekeepers at NorthPark Mall and Lisa had this to say about him and the program, “These individuals sometimes have a hard time keeping and maintaining employment. This is the only job Morris has been able to keep, and he has THRIVED with us! He is kind and loves the Cubs. We were nominated [for the award] for being patient and coaching Morris, while treating him with respect and letting him feel like any other member of the crew.”

When asked what his favorite part about working with SMS is, Morris said he likes all the people he works with – “They are the best!”

Lisa hopes to make more hires through the program in the near future, as she continues building a strong, caring, and service-minded team at her sites. With excellent team members like Morris, it's pretty easy to see why partnering with Goodwill is beneficial to all.

