

Service Management Systems

Success Stories



For the second year in a row, our Service Management Systems (SMS) management team at Jacksonville Mall in Jacksonville, NC received high recognition from the Eastern Carolina Workforce Development Board and the North Carolina National Guard. This award is given to the business that hires the most veterans out of the number of total employees at that location. Operation Manager, Greg Mayo, and Facility Manager, Norm Balcom, were presented the award on October 30, 2019. The certificate reads:

“Your organization has demonstrated commendable actions to recruit, hire and retain veterans, reservists, and guard members of our country’s military services and militias. Awarded this day, October 30, 2019 in Jacksonville, NC.”



SMS is proud of Greg’s and Norm’s dedication to helping their community by recruiting, hiring and retaining veterans regularly. This tradition that Jacksonville Mall has put into place not only upholds our SMS Core Values, but is also special to both Greg and Norm – Greg is a United States Marine Corps Veteran and Norm is retired from the United States Marine Corps. They recognize that their roles as SMS managers provides them with the opportunity to help their fellow military brothers and sisters in the workforce.



2019 Award Presentation Ceremony (left) and 2018 Award Presentation Ceremony (Right)