

# Press in Print



News and Information from the President's Office assembled by Judy Williams

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## New Face at the Press...

### Welcome Jon Messecar

by Alicia Adams

Welcome Jon Messecar, the newest addition to the Pacific Press sales and marketing crew, our go-getter Director of Trade Sales, who rolled into the scene this January.



Jon's career story reads like a choose-your-own-adventure novel. Starting in construction, he quickly switched gears to Commercial Tire, where he went from warehouse whiz to truck driver

extraordinaire with a CDL to prove it. The Idaho Food Bank then got a taste of Jon's expertise as he climbed the ladder to Distribution Manager. Next stop? Matheson, where he drove his way up from driver to Terminal Manager. Talk about a journey!

Now, let's dive into the family album. Francine, Jon's wife, is the ultimate work-from-home multitasker, juggling various contract gigs while homeschooling their youngest daughter, who's 14. The family roster includes 20-something twin boys, both hitched with their own kiddos, and a daughter, 18, rocking her second year of college, majoring in dental hygiene.

When it comes to communication, Jon is old school. Forget emails—he's all about face-to-face chats, so be sure to stop in and say hello.

Jon is not just a pro at driving trucks and managing teams; he has a heart for service and the spiritual gift of helps. Helping people brings him joy, and that's the kind of energy we need at Pacific Press.

Jon sees Pacific Press as his next big adventure, and he's not afraid to get creative. His last gig had him managing folks remotely, so now he's ready to bring that flair to the team, both in-house and with store managers across the country.

Here's a tidbit about Jon—he once traveled down to Mexico in the back of a pickup truck for over 12 hours just to attend a wedding. And you thought airplane seats were uncomfortable!

If money were no object, Jon would be RVing around North America. Move over, Lewis and Clark; Jon might someday explore the open road in style.

Let's talk food. Jon is not a high-maintenance guy, but he does have a soft spot for Panda Express.

And if you ever need an impromptu lesson on communications and expectations, Jon is your guy. Someone who can get a message across seems like the right fit for a sales role, don't you think?

Jon is stepping into Dave Gatton's role.

**Welcome to the Pacific Press family, Jon. We're so blessed you joined us!**



# Retirement Chapel . . .

By Alicia Adams

It is with mixed emotions that we bid farewell to one of our esteemed colleagues, Josie Duke, who recently retired after more than 13 years of dedicated service to Pacific Press. Josie has been an integral part of our marketing department, leaving an indelible mark on our team and our hearts.



Josie's journey with Pacific Press began in the customer service department, where her attention to detail and multi-lingual skills quickly made her a hero with ABC managers. Her commitment to excellence did not go unnoticed, leading her to transition seamlessly into the marketing department in January 2020, just before the onset of the COVID-19 pandemic.

Adapting to a remote work environment during such challenging times was no easy feat, but Josie tackled the transition with the grace and professionalism that has characterized her entire career.



Josie managed the Ambassador program mailings, entered and updated product listings on [AdventistBookCenter.com](http://AdventistBookCenter.com), set up eBook listings on all the related retail sites, ordered short-run reprints and Heritage books, promoted and took orders for Portuguese products, and handled time sheets for multiple departments. According to Stephen Ertel, "Josie's ability to efficiently manage multiple workflows was evident not just in what people could see on the

website, but also by how few complaints we received related to all those functions."

Josie's retirement chapel, held on January 29, was a heartwarming occasion filled with laughter, memories, well-wishes, and an appropriate bit of good-natured teasing. Her official last day with Pacific Press was January 31, marking the end of a remarkable chapter in her professional life.

Josie's decision to retire a bit earlier than planned is driven by a deeply personal mission. She has chosen to devote her time and energy to caring for her mother, whose dementia is worsening rapidly. Josie's compassion and dedication to her family reflect the values that make her not only a fantastic colleague but also a wonderful human being.

Josie's husband, Bob, retired from the Press last year. Together, they embark on a new chapter of life, filled with friends and many plans and projects, including a significant honey-do list for Bob.

For those who have had the pleasure of knowing Josie, you are likely aware of her enthusiasm for friendly competitions, particularly when it comes to daily steps (10K+, rain or shine!). If you ever need a challenge or some motivation to stay active, Josie is your go-to person. Just a word of caution for those with fragile egos—you'll probably lose!



While Josie's departure leaves a void in our team and no Portuguese-speaking customer service, we are confident that her retirement will be filled with joy, laughter, and countless adventures. Josie's vibrant energy and extensive network of friends ensure that her days will be as busy and fulfilling as ever.

"Though I enjoyed working with you all, I now look forward to traveling and building lifelong memories," she says. "If you see me out and about, please say hi. And remember Proverbs 16:3, 'Commit your work to the Lord, and your plans will be established.' "

## Making a Difference . . .

Every day, what each of you do here at Pacific Press makes a difference in the lives of people around the world.

### **The Great Controversy:**

"THIS book is for our time! An amazing insight into the issues of today's politics, religion, and life. It will profoundly change the way you see the world and yourself, and it gives HOPE for you to face tomorrow. No matter how well-educated you are on any issue, you still need to read this book. LIFE CHANGING AND TRUE, NO FICTION HERE!!!!!!!!!!!!!!!!!!!!!!"

*by Noeleen, Amazon review*

### **Steps to Christ:**

"I was raised as a Christian, but nobody ever explained what it meant to be a follower of Jesus or what to expect. I had given up on my faith but recently felt the calling to return. I watched a video online, and the video recommended this book. I just got it today and have read Chapter 1 twice. The first time, I just read it through. The second time, I opened my Bible and followed along with the Bible passages. The author makes it easy to follow. And I look forward to reading the rest of the book."

*By Stephen Wilson, Amazon review*

We are all part of a team. We are the arms, legs, fingers, and toes, all equally important to the work of carrying the gospel—the love of our Lord to the world.

There are so many struggling in this world. They need to know Jesus and the redeeming love He has for them. It is the ultimate reason we are here. Please never lose sight of that.

## Did You Know . . .

Have you ever wondered what our Customer Service Team's job entails? Here are some fun facts.

- We have nine Customer Service Reps. Two of those were not working in January.
- Each CSR has a designated territory. Some have US territories, while others may cover Palau, Quebec, or South America, to name just a few.

- Each CSR is also responsible for various organizations and projects such as ABCs around the world, Conferences, Churches, Projects, Amazon, Magazine campaigns, and too many more to number here.
- In January, they processed 9,259 emails, including inbound, outbound, and internal.
- In January, they took 3,073 phone calls.
- In January, we worked a total of 18 days.
- That makes an average of 73 emails and 24 phone calls that each CSR processed every day.
- Each CSR processes hundreds to thousands of order lines each day.
- They can tell you stories of helping someone with a struggle they are facing and praying with people who are in need.

Thank you, Customer Service Team, for your patience with customers who might not always be friendly and for your genuine care and concern for the people you interact with. Thank you for all you do to keep Pacific Press going strong.

Thank you to all of our CRS team for sharing these fun facts about your department. Thank you, Joe Gutierrez, for the statistics you shared.



## Dateline . . .

### *February Calendar*

- |    |                                       |
|----|---------------------------------------|
| 12 | Chapel - Internet Security - Ed Bahr  |
| 19 | No Chapel - Holiday - President's Day |
| 21 | PAYDAY                                |
| 26 | Chapel - Idaho Power - Mike Fifer     |

### *February Birthdays*

- |    |                     |
|----|---------------------|
| 9  | Rebecca Hilde       |
| 12 | Jake Spainhower     |
| 13 | Miguel Valdivia     |
| 18 | Marianne Daugharthy |
| 18 | Anita Seymour       |
| 22 | Roberto Chavez      |
| 22 | Dallas Kulp         |