Russ Taylor, Branch Manager of Pacific Steel & Recycling, is a perfect example of a long-term client. His partnership with Idaho SBDC began in 1988 at the Twin Falls office and remained after transferring to Lewiston in 2010. In a reciprocal role, he even served on the SBDC Advisory Council.

With decades of partnership, SBDC consultants have advised Russ on many topics. He consulted with the SBDC about plans to improve service to customers with major procedural overhauls. He has worked to vet applicants so only employees with strong work ethics are brought on to the team. Pacific Steel has participated in SBDC student projects with both Lewis-Clark State College and the University of Idaho which brings a fresh perspective from a younger population to the company. Russ credits the SBDC with elevating communication, teamwork and providing a better understanding of generational differences for himself and his colleagues. From specific challenges to big picture planning, the SBDC has been a trusted advisor to Russ & Pacific Steel.

“I learned a great deal while working on the SBDC Advisory Committee.”