



## A family-oriented workplace with a commitment to quality.

Beyond offering an excellent line of insurance products and quality customer service, Upland-based Kessler Alair Insurance takes pride in its employee relations skills.

So it's not surprising that the 90-year-old company recently won the Best Place To Work Readers Choice Award from the Inland Valley Daily Bulletin. According to Catherine Dalton, Kessler Alair's marketing director, every day at the office is like being with one, big happy family.

"Our owner Brad Kessler works very hard to meet the needs of all our employees, said Dalton. it's very rare to see a company that run like ours these days."

Dalton says one of the greatest benefits of Kessler Alair is that it allows some employees to telecommute, especially those with young children. Benefits representative Christine Zook has been working from her home in Washington State for nine years.

"Kessler Alair has such a strong commitment to family, which makes it possible for me to be with my children every day," Zook said.

"And because I am in my own home and don't have to worry about my kids, I have the ability to focus on my job better and am so much more productive. I can't say enough about how much having this kind of flexibility means to me."

Maricela Caraway, controller and Human Resources director, telecommutes from her home in Temecula. She has been working at Kessler Alair for 26 years and started her career as a data entry clerk. She says she worked her way up the ranks and was promoted to controller about 14 years ago.

"After I had my third child, I really wanted to be home with them, Caraway said. But I loved working, too, and was really torn about what to do. Understanding my dilemma, Brad offered me the opportunity to try out this whole telecommuting thing, and it has worked out great. I get to be with my kids and do a job that I love."

Along with telecommuting opportunities, Caraway says Kessler Alair offers many other perks, such as

paying a portion of its employees membership fees at the Claremont Club. The company also offers excellent medical and dental insurance and pays for any continuing education that's required.

Additionally, Kessler Alair sponsors ongoing contests for employees where they can win gift cards and valuable prizes. And Caraway says the owners also makes a point to equip every staff member with the latest computers and office equipment.

"We've had many employees leave for various reasons but, within a year, most of them are back, Caraway said. That should tell you a lot about our company. Everyone who works here is extremely positive, friendly and caring."

Kessler Alair's roots date to 1920 when Gene Alair opened his first office in the Inland Empire with colleague Vern Pittenger.

Pittenger Alair continued to serve the community until 1997, when the agency merged with Kessler Insurance, which was founded by brothers Bill's and Ken Kessler in the 1960s. Bill's son Brad took over position of principal owner of Kessler Insurance in 1989 upon Bill's retirement.

Brad, who serves as president for Kessler Alair, says the company's family atmosphere and compassion for its employees carries over into the community.

"We are a family, and our goal is to give every client the same thorough and committed attention we would devote to our own family members, he said.

Kessler Alair's products include car, home, boat, business, condo, renters, life and employee insurance. It has more than 30 staff members who work with dozens of companies to secure the best rates for customers.

"We always go the extra mile for our clients, said Dalton. We act as mediator for them and make sure they get the attention they deserve. Our goal is that everyone we work with stays with us for years to come."

Besides its Upland location, Kessler Alair has an office in Victoria Gardens in Rancho Cucamonga.



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Best Place to Work

