



#2 – LARGE EMPLOYERS

At Patterson-Schwartz, strength locally grown

Written by Aaron Nathans, *The News Journal* – Top Workplaces August 16, 2014

Employees say a collaborative culture uses the company's small size to its advantage

Independent, locally owned real estate companies are increasingly rare, said Joe Pluscht, the president and CEO of Patterson-Schwartz.

Having one not only works out well for the community it serves, he said, it also registers as a meaningful way for employees and agents to spend their days.

Patterson-Schwartz, based in Hockessin, has earned a second-place ranking among large businesses in the 2014 Top Workplaces survey, conducted by The News Journal Media Group with WorkplaceDynamics of Exton, PA.

The company, founded in 1961, was recognized for what employees and agents there say is a collaborative corporate culture that uses the company's relatively small size to its advantage.

"We're kind of the last independent standing" in Delaware, Pluscht said. Larger companies have expressed interest in buying Patterson-Schwartz, but the owners, Christopher S. Patterson and Charles E. Schwartz II, have always believed the leading firm in an area should be locally owned and operated, he said.

The company has 350 sales associates, all independent contractors, he said. There are also about 50 employees who support the sales associates, in areas like financial services, marketing and technology.

In a survey of employees, employees and agents said they found their co-workers helpful and encouraging, praised the flexibility and pay, and the opportunity to learn to do their jobs better.

Three-quarters of the company's business, Pluscht said, is in New Castle County, with the rest in Kent and Sussex counties, as well as in Cecil County, Maryland, and southern Chester County, Pennsylvania.

The company listens to concerns of the people who work there, said Marcus DuPhily, assistant manager in the Greenville office. He said he has walked into Pluscht's office with recommendations about improving the company's intranet, and had the recommendations enacted.

The company is compassionate enough that it absorbed some of the impacts of the financial downturn on agents for several years, DuPhily said.

Shana Delcollo, an agent and assistant manager in the Hockessin office, said the company is "always training," helping people understand how to stay on top of the latest technology.

"You feel like you're part of a team, your opinion counts and matters. Everyone's very approachable," Delcollo said.

In times good and challenging, Pluscht said, the company's guiding principles remain to "serve our customers in everything we do." Pluscht said he tries to reflect that in his leadership, "and hopefully that transcends to the other individuals in the organization."

Being a smaller company, there aren't a lot of layers of leadership, he said.

"As market conditions change, we can adjust accordingly, very quickly."

2014 TOP WORKPLACES WINNERS

LARGE WORKPLACES

400 or more employees

Company	Founded	Ownership	Sector	Locations	Employees
Delaware City Refining Co. LLC	2010	Public	Petroleum, gas, & petroleum products	1	509
Patterson-Schwartz Real Estate	1961	Private	Real estate	7	424
WSFS Bank	1832	Public	Bank and Trust Company	41	774
Corporation Service Co.	1899	Private	Legal and Financial Services	5	792
Capital One	1994	Public	Financial services/banking	3	2100
Dover Downs Hotel & Casino	1995	Public	Casino, hotel and harness racetrack	1	1450
Discover Financial Services	1985	Public	Direct banking & payment services	1	1169
AAA Mid-Atlantic Inc.	1900	Non-profit	Membership organization	5	845
Christiana Care Health System	1888	Non-profit	Integrated health care system	43	9760
Comcast Cable	1963	Public	Telecommunications & cable	25	1250

MIDSIZE WORKPLACES

100-399 employees in the region

Company	Founded	Ownership	Sector	Locations	Employees
Phillips & Cohen Associates Ltd.	1997	Private	Collections	1	110
Exceptional Care for Children	2006	Non-profit	Non-profit	1	124
Newark Charter School	2001	Public	Public charter school	2	172
Schell Brothers	2003	Partnership	Integrated development, construction, & management	1	118
Trinity Logistics Inc.	1979	Private	3rd Party Logistics Brokerage	1	143
Leon N. Weiner & Associates Inc. and Arbor Management LLC	1949	Private	Development & property management	21	114
Berkshire Hathaway HomeServices Fox & Roach	1886	Private	Agents / brokers	5	322
Horizon Services Inc.	1989	Private	Residential hvac plumbing company	1	260
Morris James LLP	1932	Private	Law firm	6	162
Del-One Federal Credit Union	1960	Non-profit	Credit union	10	106
Chesapeake Utilities Corp.	1859	Public	Energy provider	8	224
Public Defender's Office	1964	Government	State government	6	161
Delaware Guidance Services for Children & Youth Inc.	1953	Non-profit	Human and social services	5	189
Seiberlich Trane Energy Services	1993	Private	Industrial services	2	100
Iron Hill Brewery & Restaurant	1994	Private	Casual dining	3	228
Children & Families First	1884	Non-profit	Human and social services	5	248
Easter Seals Delaware/Maryland E. Shore	1948	Parent company	Human and social services	4	305
Buccini Pollin Group	1993	Private	Integrated development, construction, & management	13	114
Noramco Inc., a Johnson & Johnson company	1979	Public	Pharmaceutical manufacturing	2	151
Delaware Electric Cooperative	1936	Cooperative/Mutual	Delaware electric	1	139
Dynamic Physical Therapy	1995	Private	Healthcare - services	17	200
Wayman Fire Protection Inc.	1972	Private	Fire Protection and Life Safety Services	1	100
E Revolution Ventures Inc.	1986	Private	E-commerce / brick & mortar	3	112
N.K.S. Distributors Inc.	1950	Private	Wholesale distribution	2	130
Artisans' Bank	1861	Cooperative/Mutual	Community banking	12	119

TOP WORKPLACES: FAST FACTS

96

Number of companies surveyed.

30,462

Number of employees surveyed in all firms in all category sizes.

12,379

Number of employees who responded to surveys in all firms in all category sizes.

35

Minimum number of employees needed in order to join in the survey.

SPECIAL AWARDS IN LEADERSHIP

LARGE COMPANY:
Joe Pluscht,
President
and CEO at
Patterson-
Schwartz



MIDSIZE COMPANY:
Chris Schell,
CEO of Schell
Brothers



SMALL COMPANY:
Kyle
McDuffie,
president of
CSols Inc.

