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PEOPLE ON THE MOVE

By CAMERON MOORE /
THE ORANGE COUNTY REGISTER

TeamLogic IT hires Vince Plaza as vice president of technical operations

TEAMLOGIC IT, in Mission Viejo, hired VINCE PLAZA as vice president of technical operations. Plaza will be responsible for managing the delivery of technology products and services to clients.



J.L. PATTERSON & ASSOCIATES, a civil, track work, environmental and structural engineering firm in Orange, hired HARRY STEELMAN as senior construction manager.

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- THIS WEEK'S FEATURED EMPLOYER -



Operating with a defined purpose, the company's culture focuses on helping everybody be successful while maintaining its full-service of real-estate title insurance and escrow service.

Building Success

By BILL QUINNAN | FOR O.C. REGISTER SPECIAL SECTIONS

When chief executive officer Ed Lorette learned that his company, Western Resources Title had been nominated for a Top Workplaces award by one of its employees last year, he saw it as an opportunity to make his company even better.

"I felt that getting the feedback from the survey process was more important than winning, because it gave us an opportunity to find out what concerns employees had with the company so that we could either change those things or at least explain why they couldn't be changed," he said.

The fact that the company in fact did make the Orange County

Register's Top Workplaces list was just added bonus. Lorette said noted that what made the recognition meaningful was that it truly came from the employees rather than the leaders of the company.

As to what makes Western Resources Title a Top Workplace, "Number one, I think, is the company's culture, which focuses on helping everybody be successful," he said. This begins with putting the right employees into the right positions, so that they are not only competent in at their jobs, but also enjoy the work they do.

Being the right person for the position means more than having the necessary skills, Lorette ex-

plained. Even more important is being able to fit into the company culture and work successfully with fellow employees.

"Another key is finding people who are self-managed and self-disciplined, so you don't have to micromanage them," Lorette said. "Our culture just doesn't accommodate people who want to be told what to do every day."

Lorette noted that maintaining a positive work environment is an ongoing process that requiring constant refinement. Employers cannot expect to make major improvements by making one or two changes on occasion.



COMPANY STATS



- Sector: Real Estate
- Employees in region: 54
- Headquarters: Orange
- Founded: 1997
- Web site: westernresourcestitle.com

AWARDS:

- Top Workplaces – Orange County Register, 2012

WHAT DO EMPLOYEES SAY ABOUT THE COMPANY:

I feel valued for my skills and what I can contribute to the company.

It's a professional environment but, at the same time, we try to make it so that we all get along and make it a fun office to be at.

The people and resources.

Knowledgeable people, great team work, great resources.

With the strong leadership we have there is no place to go but up.

SEE Building pg 2 >

FROM Building pg 1 >



Building Success - Another key is finding people who are self-managed and self-disciplined, so you don't have to micromanage them, our culture just doesn't accommodate people who want to be told what to do every day.

ED LORETTE - Western Resources Title | CEO



Western Resources Title is one of the top 10 independent title agents in California and one of the top five independent title agents in Southern California.

The Orange-based firm is a full-service provider of real-estate title insurance and escrow service for residential and commercial property. The firm provides a range of products serving real-estate agents, lenders, and attorneys, both state-wide and nationwide. With three additional offices, including one in Escondido and two in San Diego, Western Resources Title serves the five Southern California counties of Los Angeles, Orange, Riverside, San Bernardino and San Diego.

Western Resources Title Company has been in the title insurance business since 1997 and is licensed by the California Department of Insurance to conduct business in the state. In that time, it has processed more than 70,000 commercial, resale and refinance transaction and written in excess of \$35 billion in title insurance. The company has underwriting contracts with two of the largest national insurers, First American Title Insurance and Westcor Land Title Insurance, with combined assets in excess of \$3.3 billion.

The firm also continues to provide escrow services state-wide and title refinance services nationwide and is developing plans to rapidly expand its escrow and title presence in Southern California.

Western Resources Title operates with a defined purpose: "To be and to provide the resources and services our clients and customers need to help them build a successful business."

Rebranded as Western Resources Title about seven years ago, the company adopted what it calls the FAST operating system, allowing it to process, post, store and deliver more 90 percent of its files online and paperlessly. Among the firm's innovations is its resource center, WRT ResourceCentral, which offers products and services focused on making the lives of its customers easier today and more successful over the long term.

All of its title production is conducted locally and in-house, with no services being outsourced or sent offshore. Although the firm acknowledges that this may cost a little more to do, it views the local employment opportunities it generates as an important benefit. The firm uses redundant servers in different locations across the nation to protect the integrity of its files and the privacy of customers.

Over the past five years, the company reports that it has grown significantly in residential sales, refinance and commercial market share.

Among the positive attributes identified by Western Resources Title employees through surveys conducted during the Top Workplaces selection process was the firm's leadership. In addition to Lorette, the firm's management team includes vice president-sales manager Brian Mangan, an industry veteran of 35 years; vice president, territory development manager Craig Beukelman, who came to the firm with 32 years of experience in real estate and 18 years in title and escrow; and vice president of marketing and technology Nancy Fletcher, who has spent 14 years in the title business, preceded by 13 years in the technology industry. Lorette has spent more than 40 years in the title industry.

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Bill Quinnan is a freelance writer who lives in Orange County. Readers can send e-mail to him at bquinnan@sbcglobal.net. Bill cannot provide job leads.