

October 2023

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Chamber Welcomes new Workforce Director

Kate Bowermaster joined the Marshalltown Area Chamber of Commerce team on August 14, 2023 as the new Workforce Director.

With one month at the Chamber under her belt Bowermaster is excited for her new role. "I feel very fortunate to have this opportunity. I've been busy meeting with other workforce professionals, many individuals in the HR community and a few who work in education as well. I'm very interested in learning the struggles of attracting and retaining employees. The conversations I've had so far have been very insightful. Diving headfirst into Leadership Marshalltown has also been fun; helping coordinate the program and setting everything up, but then sitting down to listen and learn."

Bowermaster is a MHS graduate and lifelong Marshalltown area resident. She most recently served as the Marketing/Culture Coordinator at Bruin Manufacturing.



Kate Bowermaster, Workforce Director kbowermaster@marshalltown.org



2023 Best of the Best

Congrats to all Chamber members who made the 2023 Times-Republican Best of the Best list! To view the winners and the finalists visit www.timesrepublican.com/best.

Marshalltown Area Chamber of Commerce P.O. Box 1000 Marshalltown, IA 50158 Pre Sort Standard U.S. POSTAGE MARSHALLTOWU, IA PERMIT NO. 42

MEMBER SPOTLIGHT

Marshalltown YMCA-YWCA

The Marshalltown YMCA-YWCA prides itself on being a place for everyone.

No matter the interest the Y has you covered from youth sports programs, to water aerobics, group exercise, strength training, basketball, cycling, yoga and more.

We offer both a recreational pool and a lap pool, providing many ways to have fun and be active. We are open seven days a week, to allow for you to get into that exercise routine and stick with it.

Our gym gets plenty of use from pickleball, basketball, volleyball and other sports. We often see families squaring off against each other in a game of hoops.

Our exercise floor has state-of-the-art treadmills, elliptical and circuit trainers, free weights, brand new dumbbells and more. We work hard to ensure new offerings match the needs of our members and are on top of the latest trends in health and wellness.

The Y Cultural Center also is a flurry of activity with a preschool, after school programs, dance and CrossFit 641. We are also vital as an economic engine of our community as we host several swim meets throughout the year including the Iowa Girls High School Athletic Union State Swimming and Diving Meet, which is coming up November 10 and 11.

Each fall and winter we run our Annual Campaign to raise funds to provide access to the Y for all. Donations directly affect our community as it allows for the Y to be a place for everyone. Learn more about the Y by visiting our website at www.ymca-ywca.org or stopping by and taking a tour.



New Chamber Members

The following businesses have invested in the greater community by joining the Marshalltown Area Chamber of Commerce. Please support these businesses with your patronage.

Belle Glow

Marcela Lopez, Owner 13 E. Southridge Rd. Suite C, Marshalltown, IA 50158 641-751-8892

belleglowesthetics@gmail.com Offering a variety of beauty services from facials, full body waxing to lash extensions & more!

Nied's Pharmacy

Doug Niedermann, Owner 211 W. Main St. Marshalltown, IA 50158 641-485-7494

Nied's Pharmacy is family-owned pharmacy located at 211 W. Main St. in Marshalltown. It's owners are Doug and Allison Niedermann who are former Marshalltown graduates and were looking for an opportunity to give back to the community that helped support them as they grew up here. Nied's Pharmacy offers prescription medications, over-the-counter medications, medication delivery services, compliance packaging, drive thru window option, immunizations, and gift items.

The Outlet Co-Work + Space

Kristin Polley, Owner 119 E. main St. Marshalltown, IA 50158 641-752-0792 www.theoutletcowork.com

kristin@theoutletcowork.com

The Outlet Co-Work and Space was opened to meet the growing demand for flexible and collaborative working environments. We aim to provide professionals, freelancers, and entrepreneurs with a productive and inspiring space to work, network, and innovate. Offering shared workspaces, private offices, meeting rooms, and amenities like high-speed internet, printing facilities, and communal areas, The Outlet Co-Work and Space enables individuals and businesses to reduce overhead costs, enhance productivity, and foster a sense of community.

Reminder! We have relocated!

The Chamber is located at 34 W. Main Street, Marshalltown Please mail payments and correspondence to P.O. Box 1000.





New Chamber Members

The following businesses have invested in the greater community by joining the Marshalltown Area Chamber of Commerce.

Please support these businesses with your patronage.

Salina's Small Cakes

Salina Caster, Owner salinassmallcakes@gmail.com Small cakes for big occasions! Salina's Small Cakes offers cakes, cupcakes, cookies and macarons.

Soul or System Photography

Austin Chadderdon, Owner austinofiowa@gmail.com

Soul or System Photography is a Marshalltown business dedicated to serving Marshalltown through photography for families, seniors, weddings, headshots and events. Soul or System Photography stands out through its modern, creative and luxury studio photography. The work has a big city editorial magazine style and quality that is reminiscent of work seen in Vogue, Rolling Stone and Vanity Fair. The family photography that is produced at Soul or System studio is fine art, like a classical painting that will endure for generations.

The business is owned and operated by local native, Austin Chadderdon, a 2008 MHS graduate. Austin was a film and journalism student at the University Iowa and has studied studio photography extensively alongside some of the most prestigious photographers in the country.



September 13, 2023
Business After Hours at **The Outlet Co-Work + Space/Five Star Real Estate**

Thank You Reinvesting Chamber Members

The reinvesting members printed in bold type marks those with memberships in increments of five years.

Barr Asset Management	24	Marshalltown Central	
City of Marshalltown	31	Business District	36
Con-Struct, Inc.	50	Moore, McKibben,	
Consumers Energy	47	Goodman, & Lorenz	30
CTI Ready Mix INC	59	Mosaic Church	4
Dr. David Clark, D.D.S.	40	Multifaceted Approach, LLC	1
Edward Jones - Bruce Wirin	43	OPA Grill LLC	4
Edward Jones - Elisabeth Bieber	2	Ritchie Industries	9
Eyecare Associates	64	St. Paul's Episcopal Church	1
First Interstate Bank	60	The Bridge Home	2
Five Star Real Estate Group	29	TIG Distributing, Inc.	12
Hahn Roofing	23	Times-Republican	62
Holiday Inn Express & Suites		TNT Price Income Tax	7
Marshalltown	3	US Bank	59
Iowa Veterans Home	35	VCA Marshalltown	
JBS Swift & Company	64	Animal Hospital	35
Jensen Ford-Lincoln, Inc.	56	Wausau Homes	5
Kading Properties	4	Wells Fargo Advisors	45





September 12, 2023 Caffeinated Conversations at **Home Federal Savings Bank**



*** LEADERSHIP





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President & CEO

Sarah Smith

Membership & Communications Director

Dylan Does

Tourism Director

Kate Bowermaster

Workforce Director

Nicole Collins

Administrative Assistant





The Chamber office is now located at 34 W. Main Street in downtown Marshalltown. Stop by and check out our new space during office hours. We would be happy to give you a tour!

Please remit payment to: P.O. Box 1000, Marshalltown

Listen to...

Chamber Chat Sunday mornings 6:30 a.m. on 99.5 KDAO FM 7:30 a.m. on 1190 KDAO AM

Upcoming Events

Thursday, October 5 Ladies Night Out 4:00 - 7:00 p.m.

Thursday, October 19 Business After Hours McGregors Furniture & Mattress 4:30 - 6:30 p.m.

Wednesday, October 25
Caffeinated Conversations
Accura Healthcare of
Marshalltown at
West End Perk
7:30 - 9:00 a.m.

If you have Marshalltown area news to brag about, submit it to The Digest via email to office@marshalltown.org or via mail to P.O. Box 1000, Marshalltown, IA 50158. Grand openings, management changes, employee promotions, moves, organization name changes, expansions, accomplishments, awards, and major developments all qualify. Space is limited, so please keep submissions to a maximum of six sentences. Photos should be sent in JPEG format. The editor reserves the right to determine what is included. All information in this section is supplied by Chamber member businesses and organizations; it is not an endorsement by the Chamber.





UnityPoint Health Again Named One of Best Employers in Iowa, Illinois and Wisconsin

For the third consecutive year UnityPoint Health® has been named one of the best employers in Iowa, Illinois and Wisconsin by Forbes.

In compiling their 2023 list of "America's Best Employers by State," Forbes surveyed more than 70,000 workers at companies with at least 500 employees in each state and the District of Columbia. Workers were asked to rate their employer overall and in categories such as work environment, compensation, diversity, opportunities for career advancement and pride in the company's services.

UnityPoint Health was one of 276 hospitals and health systems nationwide included in this year's list.

"It's an honor to be recognized as a great employer for the third consecutive year," said UnityPoint Health President Scott Kizer. "Our culture, our amazing people and our values are what truly make us unique and make UnityPoint Health a place where people want to work."

UnityPoint Health continues to receive high marks as an employer in all three states of its footprint. In addition to being included on the Forbes best employers list the last three years, UnityPoint Health also was named one of the 150 Top Places to Work in Healthcare by Becker's Hospital Review in 2023 and 2022. The Becker's list highlights hospitals, health systems and healthcare companies that promote diversity within the workforce, employee engagement and professional growth.

The workplace recognitions highlight UnityPoint Health's continued focus on advancing talent and culture and continuing to invest in team member empowerment, leadership effectiveness, diversity, equity and inclusion, team member well-being and Total Rewards benefits.

E-billing reminder

The Chamber has switched to e-billing for membership dues, so remember to check your email for your dues billing (and check your spam/junk folder as well). For more information on your Chamber membership billing, contact Administrative Assistant Nicole Collins (ncollins@marshalltown.org).

Check out the Chamber volunteer page on our website: business.marshalltown.org/volunteer-opportunities

Welcome!

Pinnacle Bank is pleased to announce the addition of Caitlyn Stochl to its Toledo staff as Customer Service Representative. Stochl is a graduate of South Tama and has most recently worked at Murph's Creamery & Grill. She currently resides in her hometown, Tama, and has one son, Cash.

"Joining Pinnacle Bank has been such a great experience," Stochl commented. "I am beyond grateful and proud of the opportunity to work at a bank in my community."

"Caitlyn will be an asset to our team here at Pinnacle Bank," said Tammy Kalinay, AVP/Branch Manager at Pinnacle Bank in Toledo. "I am excited to wel-

come her as a member of our customer service department."



Pinnacle Bank is pleased to announce the addition of Kaylah McDonough to its staff as Customer Service Representative. McDonough has over 3 years of banking experience, having worked most recently for First Interstate Bank. She resides in her hometown of Gladbrook with her fiancé Bryce, and their son, Lewis.

"I am ecstatic to be joining such a driven, caring team here at Pinnacle Bank and looking forward to forming new relationships with my coworkers, customers, and community," Mc-Donough commented.

"I am delighted to welcome Kaylah to our friendly customer service team. I

am confident that with her 3 years of banking experience in customer service, she will contribute substantially to Pinnacle Bank's expert customer service care," said Rose Duffy, AVP/Branch Manager at Pinnacle Bank in Marshalltown.





CHAMBER AMBASSADORS **VISITS**



On August 22nd the Chamber Ambassadors helped new Chamber member Remix Dance Studio celebrate their transition to a nonprofit organization with a ribbon cutting. Photo credit: Times-Republican



On September 1st the Marshalltown Community School District celebrated the completion of the Marshalltown High School Stadium Complex. The new facility features a wider athletic field, new track and field areas, advanced lighting systems, and so much more.

Photo credit: MCSD

To view images from past ribbon cuttings & courtesy calls visit our website at www.marshalltown.org/ribbon-cuttings-courtesy-calls



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Visit www.marshalltown.org for all the latest Chamber news and upcoming events.

Thank You Ambassadors!







Listen to Chamber Member Moment every
Wednesday morning at 8:35 a.m. on
News-Talk KFJB 1230 AM or 93.9 FM
To sign up to participate in the Chamber Member
Moment email office@marshalltown.org

If you would like to schedule a visit with the Chamber Ambassadors contact Chamber Membership & Communications Director Sarah Smith, ssmith@marshalltown.org or 641-753-6645.

Thank you to this incredible group of volunteers our Chamber Ambassadors!

Each month, this group of volunteers visits Chamber member businesses and organizations to say "thank you".

We'd like to take this opportunity to thank them!

Don Albert Doug Beals Cindy Brodin
Heidi Drager Amy Feisel Pat Gulbranson Joe Hannam
Denny Hass Andrea Jordan Kari Kilstrom Terry Kluck
Tom Mack Melanie Messerli Dan Moellers Kris Naughton
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Interested in becoming a Chamber member?

Contact Sarah Smith, Membership & Communications Director to learn more about our membership options!

(ssmith@marshalltown.org) To learn more about the Chamber visit our website at www.marshalltown.org

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Chamber Members Advertise Here!

Did you know that as a member of the Marshalltown Area Chamber of Commerce you are able to advertise in the Chamber Digest newsletter for a reduced price?

For more information on advertising in the Chamber Digest contact Rhonda James at the Times-Republican.

641-753-6611 ext. 240

rjames@timesrepublican.com

www.marshalltown.org Statistics

August '23 Avg/Month YTD Total Unique Visitors 9,193 10,280 82,237 Number of Visits 15.633 22,504 Page Views 93,086 32,784 262,270 374,188 577,171 4,617,369 Hits

he Marshalltown Area Chamber of Commerce's website traffic is strong. The website includes information about the Chamber's departments: government affairs/advocacy, economic development, education and workforce, membership services, and quality of life and tourism. Be sure to check it for business news, legislative updates, event photos, program information, job postings, and the Community Calendar.



TOURISM

Need an employee?
Looking for an employer?
Check out the Chamber's online Marshalltown
Job Postings at:

www.marshalltown.org/jobs



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SAVE THE DATES



MAIN STREET IOWA

UPCOMING MCBD EVENTS



MORE INFO:

FACEBOOK @MARSHALLTOWNCENTRALBUSINESSDISTRICT WWW.MARSHALLTOWNMAINSTREET.ORG

Sign up for 'This Week in Marshalltown' weekly events newsletter

Don't miss out on upcoming community events! Sign up for the weekly event email newsletter "This Week in Marshalltown" and receive a listing of upcoming events via email each Monday. To sign up for the newsletter contact the Chamber office at office@marshalltown.org.





Chamber member benefit tip

Did you know a benefit to Chamber membership is that you are able to "brag" about your business or organization in The Digest? Grand openings, management changes, employee promotions, moves, organization name changes, expansions, accomplishments, awards, and major developments all qualify. Space is limited, so please keep submissions to a maximum of six sentences. Photos should be sent in JPEG format. The editor reserves the right to determine what is included. If you have Marshalltown area news to brag about, submit it to Sarah Smith via email at ssmith@marshalltown.org



Ladies Night

OCTOBER 5, 2023 4:00 - 7:00 PM



VISIT
PARTICIPATING
CHAMBER MEMBER
BUSINESSES FOR
REFRESHMENTS,
PRIZES AND
PROMOTIONS!

SCAN THE CODE FOR MORE INFORMATION!

Customer Relationships & Retention

Let's talk about customers....

Customers are faced with an abundance of choice to meet their needs in today's marketplace. Just like business owners they are, also, moving through an inflationary marketplace and have become more conscious about how they spend their dollars. We may not be able change the economic cycle, but we can manage customer experience.

If the business has a customer relationship management (CRM) system, this is a great time to see what the data is saying. Information to consider includes customer frequency, purchasing preferences, average sale. This data can help the business focus marketing efforts toward opportunities to encourage more customers and sales similar to those already occurring. If the business does not have or utilize a CRM system, it may be time to learn more about a CRM system and how it could help the business.

Next, understanding the business's unique customer information can be very helpful in retaining existing customers. For instance, perhaps we notice that a once regular customer is absent and a look at the CRM verifies the notice. The data probably doesn't say why. Why is helpful! A customer retention strategy to reach out to the client or clients for feedback would help. The change in use may be due to a previous poor experience, lack of product availability or simply a change in need on the part of the client. Armed with information we then know whether effort should be spent reengaging the customer or developing a new customer.

Finally, we should explore methods to keep our business top of the customer's mind. We could pursue free publicity, volunteer for activities that are meaningful to us, schedule an open house and invite, invite, invite. We could offer coupons or discounts for return visits, ask a customer what they like about our business, ask the customer about complimentary products that they would consider.

No doubt, many of us have already incorporated these ideas or similar ones into our business practices. And, if you are like me, when the business is humming I become lax with the customer focused activities. No worries! We can begin again!

ISU SBDC is here to work with you. Our services are without cost and confidential. How can we help? Let's get a conversation going. We can be reached through a click or a call. The fastest method to connect with us is to visit iowasbdc.org, select the request counseling button, complete the electronic form and choose Iowa State as your center of choice. Call us at 515-296-7828 or, ask a Chamber official how to reach us and they will point you in our direction.

Enjoy today-Sheri Benson, CBA, CGBP, ISU SBDC business counselor





Economic statistics				
2023	2022			
17,860	17,310			
1,030	750			
5.7	4.3			
16,840	16,560			
2023	2022			
3	13			
\$0	\$658,253			
\$4,680	\$118,858			
\$2,137,008	\$0			
\$0	\$0			
2023	2022			
35	38			
\$187,404	\$173,944			
\$169,000	\$167,450			
	2023 17,860 1,030 5.7 16,840 2023 3 \$0 \$4,680 \$2,137,008 \$0 2023 35 \$187,404			

Upcoming Chamber Events

October 5-Ladies Night Out **October 19-Business After Hours** McGregors Furniture & Mattress **October 25-Caffeinated Conversations** Accura Healthcare of Marshalltown **November 14-Caffeinated Conversations** Pinnacle Bank **November 16-Business After Hours** Hellberg's Jewelers **December 6-Business After Hours** Strand's Flooring & Paint

For more information on these Chamber events visit our website at www.marshalltown.org/chamber-events





























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