

Quincy Stephens '94

Please provide your biographical information.

I grew up in West Philadelphia and attended Central High School. I wanted to leave home for college, but not go too far so I went to a college-recruiting fair at the Civic Center across the street from Children's Hospital, which is no longer in existence. I met a couple of West Chester University representatives there. I was impressed with not only West Chester University's curriculum, but also the overall value you received for your education. It wasn't overly expensive, it was affordable, and it was the ideal location. West Chester was the perfect fit for me. After graduating in 1994, with a degree in Business Management, I actually married my college sweetheart from West Chester and we have a 15 year-old son. I obtained my MBA from St. Joe's University, in addition to earning my Chapter Property Casualty Underwriter (CPCU) and my Professional in Human Resources (PHR) and have worked for several Fortune 500 companies within the past 20 years.

What made you go into business management?

I chose business management for several reasons. First, to gain a broad perspective of the business area. Second, I figured out what major I could study for the least amount of years of formal education and gain the highest potential salary, without receiving a degree in law or medicine.

What is your official title and what are your responsibilities in your current position?

I am the director of Talent Education for the Mainline Chamber of Commerce. My role is to build a strong talent pipeline for the region by connecting employers with universities and community based organizations. I focus on three core areas: talent management, professional development, and retention. One of the goals is to hire 60 interns annually for regional employers. West Chester University is already a key partner in the planned initiative of bringing schools from the Mainline together. We are hosting a technology job submit on November 17th where WCU will interact with surrounding companies and learn about their needs and how to place students within organizations. We are also having a student employment conference in the spring of 2016, to share with WCU student's professional development experience and internship opportunities. Finally, we want all of our WCU sophomore and junior students to apply for our 2016 internship opportunities. We have approximately 60 paid internship opportunities in human resources, marketing, finance and accounting, general business and information technology. Students can receive more information by emailing their resume to QStephens@MLCC.org.

What is a typical day like at work?

It contains four key activities. One, I meet with executives or human resource talent leaders to assess their needs and provide human capital solutions. Another activity is visiting universities and colleges to educate the administrators on employer needs and develop actual strategies for curriculum and career development. Third, I facilitate professional development workshops on leadership, critical communication, and networking. Last, I represent the Mainline Chamber of Commerce at events such as luncheons, galas, and conferences to market our services.

What have been the biggest challenges at work?

I've been on the job for two weeks so I'm still learning many new aspects, but I need to move forward quickly in the first 90 days of my job for overall success.

What do you enjoy most about your current position?

Helping people is what I enjoy most about my job.

What skills, talents, and other traits are useful and necessary to do your job?

Relationship building is a major skill. It is listening and understanding people, to discern their values and goals. I also have to focus on driving the results of activities and cannot get off track. I build systems and metrics to stay focused. I also have resiliency. Don't give up when bumps happen in the road. Stay in solution oriented mode. It's only a bump in the road and not the end of the world.

Do you have a favorite or funny story about work?

During my first week, final preparations were occurring for the Mainline Walk. A nice lady stopped by to audition for the race kick-off. She sang the *Star Spangled Banner*. I felt as if I was at the Super Bowl. I thought to myself "This is a cool job."

What do you enjoy doing in your free time?

I work out two to three times a week through bike riding or the elliptical machine. I attend my son's basketball games. I am also an avid movie lover and go to the theatre two to three times a month. Formally served on the executive board for the Black Alumni caucus. I am currently involved in the WCU homecoming planning activities. Other than homecoming, I come back yearly for the student development workshops that are hosted by Charlie Warner.

Where do you see yourself in five years?

I hope to become a trusted advisor in the greater Philadelphia area who allows employers, universities, and students to realize their dreams. I also plan to continue serving at the Mainline Chamber of Commerce, along with functioning as an adjunct professor at a local university. I would enjoy teaching anything regarding communication, human resources, or leadership development.

What advice would you give to a current student who aspires to follow in your footsteps and pursue a similar career path?

Get involved! Today's world is diverse and global. You can't compete with just receiving a 4.0. You need to join at least two student organizations or some type of employment opportunity that will allow you to engage with administrators, students of different backgrounds, and the community.

How has your WCU education contributed to your success?

While I was at WCU I was very active. I was a Kappa Alpha Psi national officer, a Student Government representative, and a Sanderson Hall desk assistant. These roles on campus gave me the key skills and experiences to work in various places of human resources and talent development.

What do you consider to be your greatest accomplishments (both personally and professionally)?

Professionally, I consider my greatest accomplishment to be helping people over the years. In fact, this has allowed me to receive awards from WCU, such as the Martin Luther King Drum Major for Justice Award and the Legacy of Leadership Award. Personally, my greatest accomplishment is that both my wife and son are healthy and prosperous.

What's your favorite memory from when you were a student at WCU?

Definitely the many social events I enjoyed at Kappa Alpha Psi functions that allowed me to forge bonds for life. I am still connected with gentlemen from Kappa Alpha Psi. They are my family.