



Ackerman Security Systems



ACKERMAN SECURITY SYSTEMS

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A heavy workload and high standards make working at Ackerman Security, which provides and monitors home and business security alarm systems, challenging, but the employees who responded to our survey say the rewards make it worthwhile.

Management encourages a sense of autonomy, and employees are entrusted

to make decisions on the spot to keep customers happy. And happy customers equal happy employees at this company, particularly in the customer service department, where bonuses are largely influenced by the results of random monthly customer surveys. Company leaders are encouraged to promote from within, and for every five years of service, employees earn the equivalent of \$10,000 in company stock, which can be cashed in if the company were to change ownership or go public. Perks such as the 401(k) plan, credit union services, and discounts on everything from automobiles to movie tickets are incentives for the close-knit staff to stay put.

The acknowledgement of weddings, birthdays, anniversaries, and other personal milestones in Ackerman's monthly online newsletter contributes to the family environment. "You feel like they care about their employees," says Tisha Goldsby, a job cost analyst who joined the company in 1999. "[Company president] Bruce Turry calls you personally for your [employment] anniversary. I'm a single parent, and they're always understanding when I need some flexibility in my schedule."

PHOTOGRAPHS BY CHRISTOPHER T. MARTIN

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Home and business security firm
Score: 86.1/100
Web: ackermansecurity.com
Full-time employees: 144
Atlanta employees: 144
Employee turnover: 0-5%
Average salary increase: 0-5%
Benefits: Health insurance, disability insurance, mental health coverage, vision/dental coverage, 401(k) or other retirement, profit-sharing or stock plan, flextime or job sharing, employee education/tuition assistance, flexible spending account, employee/family functions, on-site vendors, various discount programs