

CENTRAL PENN BUSINESS JOURNAL

Q&A: A CHAT WITH A MIDSTATE PROFESSIONAL



PHOTO/AMY SPANGLER

Amy Eidemiller works for RGS Associates, a Lancaster County-based landscape architectural firm.

Amy Eidemiller

Managing principal of RGS Associates

Central Penn Business Journal: What trends most affect your firm?

Eidemiller: On the staffing side, it's the nationwide shortage of landscape architects and civil engineers. We have a very aggressive recruiting and retention strategy. In the residential market, we've seen a slowdown. There are more opportunities in senior housing.

CPBJ: What are the biggest misconceptions about your industry?

Eidemiller: Many people perceive landscape architects as only doing planting designs. But there are many other design elements.

CPBJ: What are your best management tips?

Eidemiller: Stay connected with people within your organization; you can never communicate enough. And set people up to succeed, not fail.

CPBJ: What are your best customer-service tips?

Eidemiller: Always anticipate and be proactive for the clients.

CPBJ: What should potential clients seek in landscape architects?

Eidemiller: (Potential clients) should look at landscape architects' portfolios and make sure they're looking for a landscape architect with a history and a skill set for their project. (Potential clients) should make sure they have appropriate people to represent their projects publicly (during municipal approval processes).

CPBJ: What are the biggest challenges for your business?

Eidemiller: Recruiting and retention. It's an industry-wide challenge.

CPBJ: What's your company's key to success?

Eidemiller: We put our staff first. We believe that by taking care of our employees, we will take care of our clients.

CPBJ: Which candidate in the upcoming presidential election do you think would best support business?

Eidemiller: I'm a Republican. I support (John) McCain. I think he has the background and leadership to continue to support businesses.

—Dennis Reardon

About Amy Eidemiller

Amy Eidemiller, 40, was born and raised in Lancaster County. She graduated from Cocalico High School in East Cocalico Township in 1986. She received a degree in psychology and economics from the University of Delaware in 1990.

She started her career in medical sales and spent 11 years as vice president of operations with physical-therapy company ArgosyHealth in Horsham, Montgomery County.

In 2004, she became director of operations with RGS Associates, a landscape architectural firm in West Earl Township. In 2006, she became the firm's managing principal. She leads and manages the firm's human resources and recruiting, finance, marketing, information technology and administrative functions.

She and her husband, Brent, have two children: Maddie, 12, and Adam, 10. The couple lives in West Earl Township. Her hobbies are hanging out with her kids, reading and traveling. She volunteers with Leadership Lancaster and in LCBC church's nursery.