



**Lisa Grim**  
Operations Manager  
(5+ years' experience)

**Initial Point of Client Contact**  
**Project Workflow Coordinator**  
**Administrative Record Keeping**  
**Chief of Positive Attitude**

**“ I love, love detail!** Being engaged with all team members (they are really great people!) on a regular basis keeps my focus on the ‘forest and the trees’. I know what is going on with any project at any point in time and help team members prioritize current and upcoming workflow. I excel at organizing things. Keeping projects moving and on track is important to Spencer Rehabilitation Experts, and a role for which I am naturally suited. Being organized allows us to be flexible for clients when those unexpected changes happen – more often than not!

**A creative design and event planning background** fostered my realization of how important it is to not only apply a creative outlook at resolving situations, but the need for constant follow-up on detail and juggling workflow to make sure things simply get done. On time. On budget.

**On the personal side,** I like to travel – to experience different cultures and environments around the world. I always come home with appreciation for what others deal with in their countries, and value Canada, my work life, and the Spencer Team. “

A handwritten signature of Lisa in blue ink, written in a cursive style.

**Admin @SpencerExperts.com 519.660.3639**



*“Lisa is our ‘rock star’! Her ability to keep track of our operational needs is vital to our ability to provide top-notch professional rehabilitation and objective, defensible reports.” – HEATHER SPENCER GRIM (OWNER)*

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