

# WOMAN of Towing

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## Missy McMurray • PLC Towing and Recovery

BY TARA YOUNG-McQUERN

Missy McMurray is a jack-of-all-trades. Her job experience ranges from beauty etiquette classes to owning a towing company, a polar opposite to the admittedly down and dirty job. But Missy handles all her jobs with a style and grace that would shame the best of us.

Missy began her career with towing part-time as a dispatcher while in high school, and later became a driver.

"I started working for a towing company and always thought it was interesting and very fast-paced," says Missy. "I liked how no day was the same and time always flew by- I was never bored. I loved the fast pace and the adrenaline rush that came along with impounding and repossessions."

Upon graduating from high school, Missy loved towing so much she stayed working part-time with a gentleman named Tim, who Missy says had many years in the industry and knew everyone.

Secure with her place in towing at the time, Missy decided to pursue her love of beauty and managed a hair salon. After a few years of cutting hair part-time, Missy took on a third part-time job as a retail banker, which, she says, like working in the salon, gave her banking and managerial skills necessary to open her own towing shop.

"In 2005 I was tired of cutting hair, tired of sitting in a bank all day and wanted to do my part-time job

of towing full-time," says Missy. "Tim was moving in a different direction, and I took over. I knew that with my management experience, my banking knowledge and the great customer service and people skills I have, along with the towing skills, I knew I could be successful."

Missy started with one truck and now has a fleet of seven. The company specializes in private property impounds and repossessions. In the winter they are at their busiest, towing cars for snow emergencies.

"I work both in the field and in the office - I float wherever I am needed," says Missy. "I don't sit in an office and let my staff do all the work. An outsider might think I'm just one of the drivers doing my job."

Missy adds that her office manager, Tracy Johnson, is who truly makes her successful.

"She can handle anything that comes her way," says Missy. "She does the work it would take three office girls, and she does it all with a great attitude and keeps us all on our toes."

Missy is a member of the National Professional Women's Association and an accredited member of The Better Business Bureau.

When Missy is not at work, her hobby is coaching pageants, which she participated in as a little girl.

"I am the coordinator for our local pageant," says Missy. "I coach the girls on etiquette, interview skills,



appearance and stage presentation. Several girls I have coached have gone on to compete for larger titles for the state of Minnesota. I love watching confidence build in girls, and the lasting friendships I have made are amazing."

At home, Missy is married and has a son named Jason, 14, and a stepdaughter named Samantha, 13, and she hopes one day they will take over the business.

"Jason has a very thorough understanding of tow trucks and makes and models of vehicles for his age, and Samantha is very organized and loves to dispatch calls to the drivers," says Missy. "My goal is to build a successful recovery company to have something to pass on to my family. I take great pride in working hard and providing professional customer service, and I see that drive in my children also."

Missy is happy where she is at now, and is thankful to everyone on her team.

"I am thankful to have been nominated by my lot manager Michael Thompson - he is truly irreplaceable," says Missy. "PLC would not run as smoothly as it does without my staff and all of us working together as a team. I am honored to be in *Tow Times* and would like to thank my entire staff for all of their hard work and dedication to PLC Recovery."



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