

AMCEA Member Spotlight



Norman Taylor, CCE, CEW

Years of Experience

5 years at NIIT/Morris; 44 years in the Credit Profession

How did you get your start in credit?

My father, a retail credit manager, asked me to draw caricature pictures of the staff members he was recognizing, in the company magazine, for superior monthly performance. I was 12 years old! But my real professional start in credit came when I was named Office and Credit Manager for the Firestone store in downtown Gastonia, NC on September 20, 1971. Packrat that I am, I still have the certificate.

Things I like about the job

One of my early bosses said, "You know Norm, when we get right down to it, our job is one of eternal vigilance." The credit profession teaches us diligence, ethics and many other good traits. I also notice, when anyone in another corporate area wants to know, "Is it ethical – Is it legal?" they often look to us for the answer.

Person(s) who influenced me the most (business or non-business)

My late dad, Norman Taylor Sr., the best dad and Credit Manager ever, was my greatest influence. He taught me, more than anything, the courage to stand up for what you believe. I would see dad be confronted by dozens of sales people trying to back him off his convictions, yet he never relented.

Key(s) to running a successful department

Empower, but empower with a quiet "looking over the shoulder" style. Don't micromanage, but also don't ignore. Watch what's happening and coach/discipline as necessary. And stay on the cutting edge of developments in credit tools!

Favorite TV Show Through the Wormhole (Science Channel)

Favorite Food Steaks, my own or Longhorn

Favorite Vacation Spot Canyon de Chelly National Monument, in Arizona near Four Corners. My love of travel has taken me to all 50 states and 19 foreign countries.

Favorite Leisure Activity My music collection - Mainly 60's to mid-70's Rock/Folk/Jazz, with a focus on British bands.

Favorite Movies Deer Hunter, Matawan, The Full Monty, Interstellar, The Graduate, and True Grit (2013)

Favorite SportsTeam St. Louis Cardinals.

Testimonial:

I've been very fortunate to have been mentored by wonderful professionals, many of whom are included in the book that I authored, "*God Spoke and He Sounded Like...A Book of Christian Testimonials.*" I always hope my writing can lead readers to really get at the essence of the examples set by these great men and women. I've also been lucky that people allowed me to mentor them as I could. My favorite professional moments, I believe, have come when people said "We believe you understand the process and that you will acquit it honestly and fairly to the best of your ability" when asked to do things like chair creditors' committees.