

Meet the Spies Hecker

Color Service Team

Since the late 1980s, the Spies Hecker Color Service Team has been providing invaluable support to the sales field, jobbers and body shops by answering color and formula inquiries. They are available to answer questions regarding paint formula retrieval, toner characteristics, mixing machine configurations, color names, paint codes, interior colors and much more! The Color Service team also is able to provide regulatory guidance, and they are responsible for administrating various programs and developing and updating color/technical documentation tools.

The Color Service team maintains a patented historical database (SPHERE[®]) that tracks all calls that have been received since 2000. SPHERE[®] supplies this team with access to all historical research completed in the department over the last few years instantly, which helps them provide you with a fast and accurate answer.

Here is your Spies Hecker Color Service Team:

Julie Pomerville

Color and Technical Service Representative

Julie has spent 11 years working for Spies Hecker in various capacities. In January 2001 she joined the Color Service team. Julie is also responsible for maintaining our customer information systems, reporting call statistics, and disseminating mass communications to Jobbers, processing color investigations and service match requests. Julie enjoys researching unusual customer requests and is known for her ability to resolve the toughest inquiries.



Chris Stayer

Color and Technical Service Representative

Chris has 25 years of experience in the collision repair industry. In the summer of 1994 he joined Herberts as a Color Technician. From 1995-2000 he worked as a Color Matcher in the Herberts North America lab. In the fall of 2000, Chris joined the Spies Hecker Color Service Team. In addition to his time in the Herberts lab, Chris has 10 years of body shop experience, working with various paint lines. Because of his extensive technical expertise, he is involved with product testing, training presentations, and Technical Data Sheet development.



Kimika Moore

Color and Technical Service Representative

Kimika joined the Spies Hecker Color Service team in June 2003. She came to us with more than 4 years of experience in customer support from various industries. Aside from assisting customers with a variety of inquiries, Kimika is responsible for processing Commercial Vehicle requests, relaying Color Service information to the sales field, administrating the Spies Hecker Bucks program, and maintaining the department's color and reference libraries.

