SERVPRO of Northwest Genesee County Names Restoration Technician Justin Wallace Employee of the First Quarter

April 28, 2026

FLINT, MI - April 28, 2026 -
SERVPRO of Northwest Genesee County has recognized Restoration Technician Justin Wallace as Employee of the First Quarter. The selection reflects his consistent embodiment of the company's core value of Passionate in daily operations across the service area.

Justin Wallace joined the team and quickly gained recognition from colleagues for his approach to each assignment. Teammates describe him as someone who demonstrates genuine care for homeowners impacted by property damage. He focuses on completing work thoroughly and ensuring customers receive appropriate attention throughout the process. There are instances where he expresses a desire to provide even more assistance when project constraints limit options, indicating a high level of personal investment in outcomes.

Beyond customer interactions, Justin Wallace supports his coworkers on a regular basis. He helps explain procedures, follows up on job progress, and offers assistance when additional hands are needed. This balance of customer dedication and team collaboration formed the basis for his selection as the first quarter honoree for the period covering January through March.

SERVPRO of Northwest Genesee County specializes in the cleanup and restoration of residential and commercial property after fire, smoke, or water damage. The company also mitigates mold and mildew issues. Services encompass water extraction and drying, structural drying, fire and smoke damage restoration, mold remediation, and storm damage recovery. Additional capabilities include biohazard and crime scene cleanup, carpet and upholstery cleaning, air duct and HVAC system cleaning, odor removal, vandalism and graffiti cleanup, document restoration, contents pack-out and storage, sewage cleanup, and virus and pathogen cleaning.

The franchise maintains availability 24 hours a day, seven days a week, including weekends and holidays, for emergency response. It serves communities throughout Northwest Genesee County, such as Flint, Flushing, Clio, Montrose, Mt. Morris, Vienna, Clayton, Beecher, Fenton, Linden, Swartz Creek, Argentine, Gaines, Bayport Park, Rankin, Lake Fenton, Lapeer, Oxford, Imlay City, Burton, Davison, and Grand Blanc. All more than 20 employees live within Genesee County.

Joshua A. Ingersoll has owned the franchise since early 2017, along with co-owners Dean M. Dingman and Eric D. Chesser. Ingersoll and his wife Brienne reside in Genesee County. The company participates in local chambers of commerce in Flint, Fenton, Swartz Creek, and Flushing. It also supports organizations including the Red Cross, Boys and Girls Club, Habitat for Humanity, and other community initiatives.

Team members receive initial and ongoing training at SERVPRO?s corporate training facility. They maintain regular IICRC industry certifications, including Water Damage Restoration Technician, Applied Structural Drying Technician, Fire and Smoke Damage Restoration Technician, Applied Microbial Remediation Technician, Odor Control Technician, Carpet Cleaning Technician, Upholstery and Fabric Cleaning Technician, Health and Safety Technician, Carpet Repair and Reinstallation Technician, Color Repair Technician, Floor Care Technician, Leather Cleaning Technician, Rug Cleaning Technician, and Commercial Carpet Maintenance Technician. The firm holds IICRC Certified Firm status. Employees additionally complete OSHA 10-hour General and Construction Industry Training, Employee Certification Training Program, and Lead-Based Paint Activities and Renovation requirements.

These qualifications support the application of established industry practices to each project. Restoration processes focus on returning properties to pre-damage conditions through systematic assessment, mitigation, and repair steps.

"Justin Wallace exemplifies the dedication we value across our team," said Joshua A. Ingersoll, Owner of SERVPRO of Northwest Genesee County. "His commitment to thorough work for customers and willingness to support colleagues contributes to the service levels maintained in the region."

The Employee of the First Quarter program identifies staff members who demonstrate company values in their roles. Justin Wallace?s recognition highlights the role of passion in restoration work, where attention to detail and teamwork directly affect recovery for property owners following incidents.

SERVPRO of Northwest Genesee County provides construction services after initial restoration, including roof tarping and board-up for temporary protection. Specialty cleaning addresses hard surface floors, commercial carpet maintenance, and other targeted needs. These services allow management of projects from emergency response through final restoration and reconstruction.

"Justin Wallace?s approach reflects the level of care our technicians apply when helping property owners recover from damage," added Joshua A. Ingersoll, Owner of SERVPRO of Northwest Genesee County.

Restoration and cleaning services in Northwest Genesee County, MI, assist residents and business owners in addressing property damage from water, fire, mold, storms, and other events. The company operates as part of the nationwide SERVPRO network, established in 1967, while delivering localized response capabilities. No damage is considered too large or too small.

Customer interactions often note the professionalism of team members during challenging situations. The franchise draws on decades of collective experience in the field. Its structure as an independently owned and operated franchise supports both rapid deployment for emergencies and comprehensive project handling.

Justin Wallace?s recognition forms part of broader efforts to acknowledge performance that aligns with operational priorities. Such acknowledgments reinforce focus on training, teamwork, and community-oriented service delivery.

The company continues to emphasize preparedness through certifications and local involvement. Quarterly recognitions like this one for Justin Wallace spotlight contributions that help maintain consistent response quality across the service territory.

SERVPRO of Northwest Genesee County remains focused on minimizing disruptions caused by property damage. Its presence in the area since 2017 has included support for various residential and commercial recovery efforts in Genesee County communities.

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SERVPRO

SERVPRO of Northwest Genesee County specializes in the cleanup and restoration of residential and commercial property after a fire, smoke or water damage. SERVPRO of Northwest Genesee County can also mitigate mold and mildew from your home or business.

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