

Collection Agency Grabs Small Business of the Year Award

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by Mike Bevel, *CollectionIndustry.com*

The Harrisburg, Pa., Chamber of Commerce has selected a collection agency, National Recovery Agency, as its Small Business of the Year.

I *know*. Usually, to get any favorable press, a collection agency has to do something crazily above and beyond – like rescue a burning orphanage filled with pudgy puppies, or end hunger. However, time and again, National Recovery Agency has proved to be a valuable asset to its community.

CEO [Steve Kusic](#) was profiled by CollectionIndustry.com as a Young Gun of 2005 — young leaders in collections who would guide industry thinking in the new millennium. And its nice to see that ethic pay off in 2006, with National Recovery's Small Business of the Year win.

The business, started in 1976, increased in size during the past year with the acquisition of Credit Plus Solutions Group Inc. and now employs 102 people. Kusic told the Pennsylvania *Patriot News* that it hopes to add another 50 to 60 workers over the next two years when it opens a West Shore office in the spring.

Kusic said his company tries to counter the negative impressions normally associated with debt collection with a "friendlier approach" to its job. He said National Recovery's employees make the difference.

"We have people who buy into our philosophy that it's easy to do business if you just do it the right way," he said.

Kusic's commitment to his community is also recognizable.

"We do a lot of things within the community, not from the business perspective. And it's nice to know that people take notice of that," he said.

The company recently donated \$10,000 to help fund the second round of Harrisburg's gun buyback program. Kusic encouraged other businesses to participate in the program to help their employees who might live in the city.

National Recovery was one of 14 businesses considered for the award.