



WINLPG

Women in LPG



Paige O'Dell

**Vice President - Operations
AmeriGas Propane**

"I AM SO HONORED TO BE A MEMBER OF SUCH A WONDERFUL GROUP OF PEOPLE WORKING TO PROMOTE DIVERSITY WITHIN OUR INDUSTRY. DIVERSITY, IN ALL FORMS, ONLY MAKES US STRONGER AS AN INDUSTRY. THE ABILITY TO LEARN MORE ABOUT OUR INDUSTRY AND HOW THE BUSINESS WORKS THROUGHOUT THE WORLD IS FASCINATING. I LOOK FORWARD TO PARTNERING WITH THE WINLPG GROUP TO HELP IDENTIFY AND PROMOTE LEADERS WITHIN OUR INDUSTRY."

Paige O'Dell

Meet the Role Models

WINLPG Role Models introduce successful individuals in the LPG industry and gives an insight into their career path, their challenges and their advice to fellow WINLPG members.

I am the Vice President of Operations for the Central Region of AmeriGas Propane. Our company is the largest propane supplier in the United States. I joined the propane industry in 1989 as a customer relations representative in a local office of a small regional propane company in Virginia. I joined AmeriGas in 1995. Throughout my career with AmeriGas I have held many positions – each position with increasing authority and responsibility. I attribute my success within our industry to lots of hard work and being surrounded by amazing people that make success very attainable through their focus and determination.

I am a member of the NPGA and PERC (Propane Education & Research Council). I also have served as a mentor through the NPGA WIP (Women In Propane) organisation.

AmeriGas has annual revenues of \$2.3 billion and a staff of over 7,000 team members. Not only do we supply propane through the retail marketplace, we also have a transport division, a wholesale division and a thriving cylinder exchange business.

"Women in our industry are so critical to the success and longevity of our business. They bring a completely different view and help us to think outside the box when working in operations, marketing, finance and safety. I am always thankful and honored to cross paths with strong women that are working to further our industry."

Paige O'Dell

SIX KEY QUESTIONS

What is your goal today?

My goal, today and every day, is to learn something new. With almost 28 years in our industry – you would think learning new things wouldn't happen very often. It happens every day for me. I also work to identify opportunities for improvement. Those opportunities can be found through our processes, our procedures or our people. My focus is always to do things to move us toward the next level of performance.

Describe your Pathway?

I joined the propane industry in 1989 as a Customer Relations Representative answering the phones and waiting on customers at a small regional company in Virginia.

I relocated in 1995 and came to work for AmeriGas in the same type of position. After some time I applied to and was accepted in an "Assistant Market Manager" program. This program was to build a 'bench' of people that could assume a regional manager level role when there was an opening. That led me to become a Market Manager (regional manager with approximately 10-12 districts). After some years I was named as the Director of our National Accounts group. The desire was to have someone with solid operational experience in that role to bridge the gap between operations and sales. I've held numerous Director level roles within our company including Director of Operations, Direction of Operations Support and Director of our Strategic Initiatives group. My current role is Operations Vice President for the Central region. It covers 15 states in the middle of the country from the Dakotas down to New Mexico!

Did you face any specific challenges?

I think we all face challenges in our careers. My largest challenge was being a female leader in a very male dominated industry. When attending meetings early in my career as a new leader in the early 90's, my male counterparts thought I was attending the meeting to bring them coffee. They did not understand I was their peer. Thankfully those days have passed and things are well on their way to changing. I have had so many positive male role models in my career. They all looked past gender and focused on the work and the results.

Did you have a mentor and how did this help?

I did not have a formal mentor, but many outstanding supervisors, colleagues and peers. Within our company it is easy to find and observe people that are making a difference in their respective areas. Learning from them by watching their interactions, how they managed their teams and how they handled uncomfortable situations as they arose was my very best learning. When I started in our industry, we did not have as many female leaders as we have now. We had some trail blazers that I looked up to immensely and I always thought to myself "If they can do it, I can do it." I am grateful to all of my colleagues both male and female. They helped to shape and form me in to the leader I am today.

What does leadership mean to you?

Leadership means always leading by example. It is possible to be an astute business woman that holds people accountable while also practicing the core foundational behaviors our parents teach us as children – kindness, caring, respect. It also means stepping in and tackling those situations many others choose not to deal with. Leadership is always evolving and changing with situations and challenges and I like to think I am willing to change with it. I have wonderful people surrounding me that help me think through issues and keep me grounded. We all need those people in our lives.

What three pieces of advice would you give to someone embarking on their career with LPG?

Learn as much as you possibly can about our industry. Learn how the business operates, how the trucks work, how deliveries are made, how to install tanks, how the computer system operates. Soak in as much as you can.

Do not be afraid to ask questions – A LOT of them! Never stop the learning.

Say what you mean and mean what you say. Always, always keep your word and follow up.



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