

Encon Electronics appoints Justin Kilby general manager

In September, Encon Electronics appointed Justin Kilby as the new general manager of its wholesale access control distribution company. Kilby has served Encon for nearly 20 years and during his tenure, has acquired experience working in various capacities within the company.

In January 2000, Kilby officially joined the Encon team in the warehouse, where he acquired extensive knowledge of the products Encon offers.

“Shipping products at a distribution company allowed me to quickly learn about multiple manufacturers and the huge variety of products we stocked, including gate operators, security hardware, telephone entry, security hardware, and a ton of access control accessories and random parts,” said Kilby.

“I also discovered which additional accessories were needed to complete a job.”

In 2002, Kilby was promoted to purchasing manager responsible for ordering product and maintaining Encon’s constantly fluctuating inventory. This position allowed him to learn even more about the products and to work directly with manufacturers.

With ambitions of moving out of purchasing and into Encon’s technical/sales department, Kilby was always looking for opportunities that could further expand his knowledge. He regularly attended training courses and seminars, both at Encon and at off-site manufacturer locations from companies such as Hysecurity, DoorKing, Viking, All-O-Matic, etc. He also began taking home units, like the DoorKing 1812, so that he could study the technical components of this and other products.

“Justin was always extremely proactive about learning more about our product line and increasing his technical knowledge. He is extremely bright and obviously, very motivated. His internal drive and his ability to learn quickly, allowed Justin to transition from department to department with ease,” Encon president, Jeff Harris, said.

Within approximately one year, Kilby was promoted to a sales technician position where he, once again, thrived. “He immediately established a strong rapport with our customers thanks to his extensive product knowledge and his patient and friendly demeanor,” Harris said. “Plus, he was able to provide expert technical support to our Spanish speaking customers which was another bonus for us.”

Kilby also dabbled in outside sales, where he visited customers and offered job-site assistance. In February 2012, Kilby (and the entire Encon sales/technical team) completed the Certified Automatic Gate Operator Installer Certification (CAGOI) program and earned their certifications.

Kilby continued to flourish in his technical sales role until early 2014, when tragedy struck. On April 20, Kilby suffered a serious brain Arteriovenous Malformation (AVM) which left his speech extremely distorted and his body partially paralyzed.

The AVM almost took his life, but he persevered. After undergoing months of intense physical and speech therapy, and with the support of his family, friends, and colleagues, Kilby regained full movement in is left side and partial in his right side. He returned to Encon exactly one year to date after the incident.

Initially, he returned to his old stomping grounds – the warehouse and purchasing departments – working part-time while continuing to undergo rehabilitation. Personally, he had to start over in order to regain his speech and movement. He had to tackle similar challenges at work when confronted with relearning the inner workings of Encon one department at a time.

Kilby conquered that challenge. Within months, he rocketed back into his technical/sales position taking orders and troubleshooting calls. Harris said, “It was a long and tough road for Justin but throughout his journey, he never gave up. Instead, he overcame a tragic incident with hard work and determination and now has earned a position as second in command at Encon,” Harris said.

As general manager, Kilby will be responsible for overseeing the warehouse and purchasing departments and will assist in all new product and manufacturer decisions. He will also help manage the sales department by running sales meetings and acting as a resource for the team. In addition, Kilby will actively participate in all management meetings.

Kilby said, “I am very excited about this new endeavor and to see what life has in store for me. I grew up at Encon, so its success is personal to me. For years, I have seen many faces. Some, I still see daily and unfortunately, some have passed-on. For those that have passed, I promise I will do my best. And for the faces I still see daily, I will do everything I can to make your businesses and Encon a success!”