
Restoration & Building: Not Just Bricks & Mortar

For Rita Harris, her work as Workers' Compensation Manager for Bowen Engineering Corp. is much more than a job; it's a calling. Her responsibilities include overseeing the Workers Comp process for the Indiana based construction general contractor. Harris has long held an interest in broken down buildings and envisioning the restoration potential, but when you talk to Harris about building and restoration you're likely to learn that she is not talking about construction at all. The conversation is more likely to turn to building relationships and restoring lives; two themes that manifest themselves in her life in multiple ways.

In her day to day work she interacts with and builds relationships with injured workers and their families, their supervisors, medical providers, insurance professionals, legal staff, as well as other entities involved with the workers compensation system. Outside of work Harris is involved with a prison ministry in which her husband is a prison pastor for their local congregation. Together they work to help give people hope that their lives can be restored.

Harris said, "So as you can see my life's work is meeting the needs of other people through restoration. And I love the rewards and personal satisfaction that this work brings."

After more than 11 years in the workers' compensation industry she remains a firm believer that the most successful persons involved with workers compensation cases will be those individuals who have a genuine concern for others. She added, "That's one of our Core Values here at Bowen Engineering; and I'm proud to be a part of an organization that recognizes this value as a key ingredient of true success."

Even Harris' positive outlook is sometimes challenged when dealing with those who attempt to misuse the system, whether it's an injured worker who malingers their injuries or a medical provider, an attorney, or others who attempt to manipulate the system for their own personal gain. However, given her overall positive outlook and dedication to the workers' compensation process, it's clear that those negative aspects are more the exception than the norm.

The true reward of Harris' career is realized when an injured employee is able to return to the workplace. She said the recovery is often due in large part to the perseverance, determination and tenacity of the injured employee. She has found that employees who have suffered the most severe injuries are often the employees who are most determined to return to work.

Harris said, "I love being part of the process that restores them to health and to the workplace, where they are once again able to earn their way, feel good about themselves, and take care of their families; and this despite what has been a life changing event for that worker and his/her family and friends."

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