

Klein Steel Service - Rochester's Best Kept Secret

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Klein Steel Service

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In today's edition of Rochester's Best Kept Secrets, WHAM's Randy Gorbman talks about a company whose leaders include a retired general...

The company is Klein Steel Service, a family owned business that's been around for nearly 30 years. Joe Klein is CEO, and John Batiste is the president of the company. Batiste is also a retired major general, who came to Klein Steel several years ago.

When he left the military, he notes that other retired officers often get involved in working in the defense industry, but he wanted to do something different.

"I didn't want to do that, I wanted to get out and deal with the challenges of making payroll in a private, non-defense sector industry.

Klein Steel, located on Vanguard Parkway in Rochester, supplies steel, both in raw and processed form, to a number of other companies, mainly in the northeast. It has six locations across Upstate NY. Batiste says Klein likes to find solutions for its customers...

"Value-added application so that customers of ours, partners of ours can take the pieces that we cut and put it right into their manufacturing application."

Batiste says Klein Steel has avoided layoffs during the recession...

"It's a focus on doing things right, it's a focus on efficiencies, it's a focus on our customers, it's a focus on our own teammates, we like to say it's all about growing stronger for our customers, our suppliers and our own teammates."

Batiste says Klein Steel uses a lot of high tech equipment...

"If you come to our plants you'll see a significant amount of high tech, C & C machinery that you typically don't see in a steel service center, why, because we want to find solutions for our customers."

Despite the bad economy over the last year, Batiste sees things starting to turn around. But he and his boss, Joe Klein, are also very active in calling for changes in state government to improve the climate for business in New York.

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