

Meet Steve Tyler

Introduction by Tom Jaffa

I'm happy to introduce Steve Tyler, classification Business Services. Thanks to his proposers, Mike Gano and George Twiss.

Steve is the Director of Orion Contact Center Services for which he was the first hire. He has managed the development of the Contact Center from the ground up into the award – winning state-of-the-art facility that it is today.

Steve has over 20 years of Contact Center Industry experience, including, prior positions at Regents Blue Shield and AAA of Washington, where he began his career as a Call Center Supervisor.



Orion Industries, received the 2016 Globe Award from the World Trade Center, Tacoma. Orion is a “social enterprise center” with a mission of helping those with barriers to employment, such as learning disabilities. Orion uses its Contact Center Services Division as a platform to teach people job skills through a combination of classroom instruction and on-the-job-training including mentoring and internship programs.

Steve will be accepting another award on February 15th from the Puget Sound Business Journal. It is the Innovation Award in the non-profit category.

Steve is very passionate about what he does, helping people with a “hand up” to thrive. He describes this as “the most fulfilling, hardest and rewarding” position.

Born into a poor family in Pensacola, FL, Steve credits his English teacher for helping him to go on to a successful life. She along with his “Big Brother” set great examples for him. Characteristics of these heroes are “wise, humble and caring”. Steve hopes his friends would describe him as caring, giving and passionate.

Going to Orlando to work with Disney as an entertainer was a major turning point in his life. Best memories include traveling the world, being treated like a celebrity and learning so much about other people and cultures. In fact, he was in Germany when The Wall came down.

Other highlights of his life include multiple trips to the Grand Canyon.

He loves the people of Seattle and the variety of landscape and especially the summers during which he spends every day outside, either going on day trips to Mt. Rainier, the rain forest, Rialto Beach or working on his two-acre yard and doing improvements on his home he shares with his husband John and their dog Maddie. His favorite movie is Back to the Future, however,

as an avid reader, he prefers reality based books on business, philosophy of business and biographies. Having grown up in the deep South, fried chicken is his favorite food.

Two funny stories: He has benefitted with VIP treatment in Vegas being mistaken for the other “Steven Tyler”, lead singer of Aerosmith.

The other story involves trying to get to the cast building from the stage at a Children’s Festival where he was playing “Goofy”. While the cast was being mobbed by 3,000 kids chasing them, he did a cartwheel and the “Goofy” head went flying – to the horror of the kids seeing the headless character.

When asked, “why Seattle Rotary?”, he said, best place to give back to the community, helping him to have a sense of purpose through giving back and “Service Above Self”. Please help me welcome our own Steven Tyler.