

Tomahawk Community Bank



Short Description of Responsibilities at TCB

At Tomahawk Community Bank (TCB), I have learned a variety of skills which include conducting loan payments, running simple transactions such as deposits and withdrawals and Universal Banker Skills such as opening checking and savings accounts. When I am not on the teller line, I am either working reception or helping out in the loan department. As the Bank Receptionist I receive a variety of calls. So common tasks that I perform are resetting online banking passwords, sending faxes and transferring calls throughout the bank. In the loan department I usually help with filing papers and keeping the loan vault organized.

Career-Skills Learned

I can say nothing about good things about my YA experience at TCB. They have taken interest in showing me all of the opportunities in the financial world. Besides learning the role of a Universal Banker, I have learned all aspects of the bank such as lending, management and support services. Some skills that I have learned are how to use the software and run transactions but one of the most important skills I have learned is how to communicate and listen to a customer. Not only have I learned a lot from this experience but I have decided that I want to pursue a career in the financial field.

Life Skills Learned

One of the life skills that I have learned from working at TCB is to be more confident in myself whether it is talking with a customer, answering the phone or learning new things is to be confident. Another thing that I have learned is that you will make mistakes and that's okay but learn from them. Asking questions is also important, whether it is with a customer or a co-worker, questions help you understand more than a general idea of what is going on. Understanding and patience are skills that I have learned. Not everyone is the same as me and to be calm if something isn't going right or is taking too long. One thing that I have noticed was that you are never too busy to take time out of your day to help a customer or co-worker.

Benefits of the YA Program

- Being able to work while going to school
- Learning how to juggle things like work, school, and home life
- Building confidence in a work setting
- Observing how co-workers treat people and working on applying it into my life
- Learning the responsibilities of a job

→ Understanding the importance of a good work environment
Peissig

Autumn