



ARTISANS' Bank Team Member Spotlight | September, 2024

Millville Branch Thrives on Teamwork **Together, they answer the call.**

Walking into the Millville Branch, you are greeted by four smiling faces and welcoming individuals. Kellee, the Manager/Trainer/Do-er/Jack-of-All-Trades leader, heads into introductions. Taylor and Mike are Relationship Bankers. Kamara (Kami) is a Branch Banker. While these individuals hold their specific titles and perform the required duties, they additionally and consistently offer valuable assistance to Kellee (who speaks about them with immense pride). Moreover, they support the various branches and departments of Artisans' Bank, readily offering extra help when needed for different projects.

Q: What is the best part of working at Artisans' Bank?

A: The entire team agreed that while yes their team is wonderful, the key factor in creating their fantastic work environment is the capability to provide exceptional customer assistance and services. Each team member possesses individual skills to effectively engage and support customers, greatly enhancing the overall experience not only for customers but also for their team. They each are able to walk away from the day knowing that they have been able to assist people meaningfully. It is a great feeling, one shared by the entire Millville team.

As members of Artisans' Bank, they take pride in their ability to assist Artisans' Bank clients in navigating the ever-evolving landscape of digital banking. The Artisans' Bank personalized approach ensures that team members identify the most suitable products and services to address their individual needs. Rather than pushing irrelevant products or services, they each prioritize finding the right solutions that align with a customer's specific circumstances, regardless of current market trends or promotions. This is how we at Artisans' Bank build partnerships and relationships to last a lifetime.

Q: How have your roles changed in recent years?

A: The team commented that the scope of their positions has changed drastically, especially in the way of fraud; how we can teach and assist clients is vital to educate them on what we (Artisans' Bank) will and will not ask. We take the time to sit with any client who is susceptible to fraud and teach them what to look for, how to prevent future attacks and go through their account transactions. This is especially important for clients whose accounts have been exposed to fraud in the past, as we want to make sure there isn't anything suspicious that could open them up to additional threats. We find that this personal interaction and education is most important for our older clients who are not tech-savvy and who are being scammed at an alarming rate.

Q: What makes your team successful?

A: As a team prioritizing collaboration, their answer might not surprise you.

Our team fosters a supportive and caring environment where we value each other's well-being. We consistently collaborate and assist not only within our own branch but also extend our support to different branches and departments. We build trust and dependability with our direct team, creating a solid support system and then externally with our network of branches and departments. They each know we are a branch they can rely on, and we consistently perform at our best for one another.

Q: Is there anything unexpected or extra you would like to share?

A : When no one chimed in Kellee laughed, looking at Taylor "You're a hunter she said; not many females will own that"

Taylor smiled and said, "I watch sports and whatnot, but I really am into NASCAR, and I'm about to go to the Darlington—and like she said, I am a deer hunter. I could hunt other things like turkey, but I hate getting up early. I like being outdoors and gardening—anything outside, really."

Kami paused "I like to go to baseball and football games; I try to get out and go out when I can to not be a Delaware Hermit."

Mike chimed in and said, "After all the schoolwork I have completed, I haven't had time for the unexpected. But I like kayaking and occasional fishing when I could fit it in with the schooling." (Mike recently completed a Business Bachelor's Degree + Data Analytics Bachelor's Degree)

Kellee then added, "With my long commute, I listen to many audiobooks but am also an avid reader and, when able, I create art. I have an art background and used to be involved in theater."

Check back next time for our next Artisans' Bank Team Member Spotlight!