

Workers say they bank on Citizens

This report provided by Citizens Bank.

For the past several years, Citizens Bank has been touting its "Not Your Typical Bank" slogan to consumers throughout the four New England states it serves. Indeed, the same may be said about its approach to employee care. Known for its legendary "world-class" service, this financial giant makes it a point to recognize — and reward — the very people who uphold and maintain its prestigious reputation: Citizens Bank employees.

From day one, staffers throughout Massachusetts, Rhode Island, Connecticut and New Hampshire enjoy "world-class" advantages, such as employee incentive programs, medical/dental/life insurance, a 401(k) plan, tuition reimbursement, varied work schedules and advancement opportunities galore.

More than that, Citizens Bank takes its employees' futures very seriously, through encouraging career paths that suit individual tastes and talents and even offering mentorships, ongoing training and other career development resources.

Voted by the Small Business Association as New England's No. 1 Small Business Lender for several years in a row and, more recently, as New England's No. 1 New Market Lender, commitment to community is paramount in this New England institution's list of priorities. With this in mind, Citizens Bank awards employees who meet specific criteria a three-month, paid sabbatical that allows them to work at the charitable cause or nonprofit organization of their choice.

But mostly, it's the appreciation and support that motivates staffers to not only stay, but to

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plan long-term careers with Citizens Bank. From tellers to management, Citizens Bank employees say it best:

Connie of Boston: "My experience has been good at Citizens. I came from retail and learned a lot about loans and bank products. My managers never held me back; in fact, they supported and promoted me. My questions are always answered. And the incentive program is very good; it is an extra incentive for employees to work hard."

David of Burlington: "The best incentive program in the industry!"

Kathy of Boston: "I work with some of the finest people in the industry. There's a sense of teamwork here; everyone, from tellers to regional managers, feels like they are a part of the success of Citizens Bank. I am proud to work for this bank."

Diane of Newtonville: "Citizens Bank is a great place to work because management truly cares about employees. The atmosphere is professional and upper management takes time to listen to us and always appreciates our efforts."

All in all, Citizens Bank works inordinately hard to build a team of dedicated professionals and create an environment that's friendly, supportive and community focused. You might say Citizens Bank is a bank that's as committed to its employees as it is to its customers.

Headquartered in Providence, Citizens Bank has more than 280 branch offices and 564 ATMs. As a \$28 billion financial services company and one of the 35 largest banks in the United States, Citizens Bank offers employees stability and rock solid futures.