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Katie Haas Promoted to Contact Center Sales Manager

MANSFIELD, PA (October 2015)... Jeff Carr, Chief Retail Banking Officer at First Citizens Community Bank, has announced the promotion of Katie Haas to manager of the Bank's Customer Contact Center located in Mansfield.

Katie joined the bank in 2012 as a lender in the Blossburg office after graduating Magna Cum Laude with a B.S. Degree in Business Administration from Mansfield University.

In her new position as Customer Contact Center manager, Katie's primary focus will be to ensure customers, who chose to conduct business via the phone or internet, receive the same quality service that is delivered by the bank's branches. Under Katie's direction, the Customer Contact Center will expand services to include opening new deposit accounts and loans via the phone and internet.

"Katie's progression as a lender in just three years, combined with her passion and commitment to providing a high-level of customer service make her a great fit for this new position," stated Carr. "We are fortunate to have such a talented individual lead our Contact Center team."

Katie resides in Covington.

First Citizens Community Bank is headquartered in Mansfield, Pennsylvania and currently operates 18 offices in Tioga, Bradford, Clinton and Potter Counties in PA, and Alleghany County, NY. For more information on First Citizens Community Bank, visit www.firstcitizensbank.com, or find us on Facebook.

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