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Long Term Employees Retire from First Citizens Community Bank

MANSFIELD, PA (May 2018) According to a 2016 study by the Bureau of Labor Statistics, the average employee tenure was only 4.2 years; however, that statistic doesn't seem to apply to the First Citizens Community Bank experience. Nine First Citizens employees will retire in 2018 with over 323 years' in banking between them. In a world where people change careers with great frequency, this longevity is a testament to loyalty and employee satisfaction. In fact, of the Bank's 270 employees, more than one in four have a tenure greater than 20 years.

"I believe these examples support our vision of being an employer of choice," noted Randall E. Black, CEO and President. "Investing in employees, recognizing talent and promoting from within creates an atmosphere for professional growth and personal satisfaction."

Robin Grabb will end her 43-year banking career on May 18, 2018. Grabb started working at Star Savings and Loan in Sayre, PA and became a member of the First Citizens family when the bank acquired Star. She worked in various operational positions before landing the Loan Processing Specialist role in 2002.

Allan Reed, VP and Senior Credit Analyst, joined First Citizens in 1981 as the bank's Genesee Branch Manager. He moved to Mansfield in 1986 to manage the Mansfield Branch and in 2005 was promoted to Senior Credit Analyst. Upon his retirement, Reed will have worked for First Citizens for 37 years.

Cindy Pazzaglia, SVP and Director of Human Resources, will retire after 35 years. Pazzaglia began her career with First Citizens as the Corporate Secretary to the Controller and Marketing when the bank had only four branches. Shortly after, she was appointed Personnel Administrator and began extensive training in Human Resource education.

Cindy Estep's retirement comes after 35 years of service. She began her career with First Citizens as a teller in Mansfield and then moved into a variety of operational positions. Estep spent 13 years' in her final position as a specialist in the Deposit Services department.

Deborah Castle's 35-year banking career began at the First Bank of Troy where she was a teller and new accounts specialist. This bank changed hands multiple times until First Citizens acquired it from Sovereign Bank in 2000. Luckily for First Citizens, customers continued to bank with Castle, regardless of the name on the building. Marsha Wills, who has 30 years in banking, also joined the First Citizens family in 2000 when the bank acquired The First Bank of Troy. At retirement, she will have been serving customers in the bank's Millerton Office since 2000.

For over 21 years, Deborah Johnson has worked in the bank's Data Processing Department in a variety of positions including night computer operator and programmer.

The last two employees on the retirement list were more recent hires, but chose to close out their 40+ year banking careers with First Citizens. Kathy Telep, who joined First Citizens as the bank's Contact Center Manager, brought with her 42 years' experience in banking. Prior to joining First Citizens, she was the Branch Manager for Northwest Bank in Mansfield. Dora Walter, who has also been in banking for over 40 years, joined First Citizens as an Agricultural Lending Administrative Assistant. She currently assists their Ag Lenders out of the Bank's Winfield Loan Production Office.

“We’ll will certainly miss the excellent support and guidance these special employees have provided to our First Citizens team over the years,” noted Black. “We wish them only the best in retirement.”

First Citizens Community Bank is headquartered in Mansfield, Pennsylvania. They currently operate 28 offices throughout Tioga, Bradford, Potter, Clinton, Union, Centre, Lebanon, Lancaster, Schuylkill and Berks counties in Pennsylvania and Allegany County New York. For more information about First Citizens, visit FirstCitizensBank.com, or find them on Facebook.

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Pictured left to right: Cindy Pazzaglia, Kathy Telep, Debi Castle, Marsha Wills, Cindy Estep, Dora Walter and Allan Reed. Not pictured: Robin Grabb and Deborah Johnson.