

A Day in the Life of a Key Retail Management Associate



Here's what you can expect in our full-time Associate Program.

We asked Interns who've been through this career-path program to answer the most frequently asked questions about this position. Alexandra, in Cleveland, Ohio, shared some experiences as a Retail Management Associate.

Q. What is your typical day like in this Program?

As a management associate, you will spend most of your days in your training branch observing and practicing the various functions of the branch role you are rotating through. You will attend multiple training classes, along with studying for your licensing exams. Your weekdays can vary: one day you may be training in the branch, and the next you could be volunteering for an event or attending a training seminar. You will have reviews with your manager to ensure you are on track to successful completion of the program as a Licensed Relationship Manager.

Q. What areas can Associates rotate through in this program? And, how many rotations do you go through?

In this program, you rotate through multiple branch roles as you work your way into the Licensed Relationship Manager position after placement. You will have a specified amount of time spent in each of the following roles: teller, lead teller, personal banker, Licensed Relationship Manager. During your time in the program, you will meet various line of business partners and have the opportunity to learn more about their roles. You will also spend time learning the operations of the branch

and working closely with your branch manager to oversee everything that goes into running a branch.

Q. What is the typical career path for someone who starts as an Associate in this program?

Successful completion of the program will mean placement as a Licensed Relationship Manager in a retail branch. From here, a typical management associate will have the knowledge and skills to advance into a branch management position in a comfortable amount of time. The exposure to multiple lines of business during the program may lead to variation in career paths, depending on individual interests and skills.

Q. What would you say are the most important traits an Associate needs to be most successful in this program?

There are three traits that are a definite advantage for an Associate to have:

- **Team player** – During the program, you will work closely with each team of branch members as well as your colleagues in the program. It is important to always be willing to collaborate and learn from your team.
- **Willingness to learn** – A big part of being a management associate is “owning your day.” It is up to you to learn and observe as much as you can and create a network of support. You gain the most from the program by staying curious.
- **Problem solver** – In the program you learn to provide solutions for your future clients. Treating every obstacle as an opportunity for a solution will prove successful in helping your clients, and will give you a strong leadership role within your branch.

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Q. What is your favorite part of being an Associate in this program?

My favorite part of being in the program is that every day brings a new adventure. Every day presents a new task, whether it is a client's situation, a project with your team, a new training class, a meeting with a line of business partner or a community outreach event. The exposure to the bank in its entirety is what makes this program unique to others. It is so enjoyable to be a part of a training program that teaches you about all facets of the bank.

Q: What do I need to know before applying for the program?

Preferred Majors: Finance, Economics, Business

Minimum GPA: 3.5

Certifications: Obtaining certifications is not required

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