

## **Video transcript for Rachael Andrews**

Assistant Branch Manager Rachael Andrews

How I ended up at Commerce was, I was a store manager for a clothing store and they actually went out of business.

And I have a family member that works for Commerce, and she was like, "I'm telling you it's a great company to work for. You need to come and fill out an application. I think it will be a good fit for you."

I was banking here before I was working here and I like the fact that they've been the same company for over 150 years.

We are trying to help customers, not just trying to push things on them. Cause I kind of build a rapport with my customers. They come in, every day, to see me and it's something new and I can always find a way to help them and it just makes their day better. It gives me a good feeling.

If you have a good background in customer service period, I think it would be a good fit.

It takes a person that's innovative. You've got to be a team player, and you've gotta think outside the box.

It just gives you more insight into things that can help you also, not just the customers.

Before I worked here, I thought a little bit different about, you know, just how to keep away, you know, debt, just finance in period.

I feel like I've grown so much since I've started here. It's a big room for, you know, growth. It just depends on if you have the right mindset, and are you open to learn new things.