



Career Path Services' BankWork\$ prepares job seekers for entry level positions as a first step on the career ladder in the financial services industry. Our free training meets the expected demand of available banking positions and provides career mobility and great benefits.



8 WEEKS

Industry-specific job training

Tuesday, Wednesday, and Friday classes | 9:00 am - 3:00 pm
Career Path Services | Clover Park Professional Building
10828 Gravelly Lake Drive SW, Suite 209 | Lakewood, WA 98499
(253) 328-4780

Customer service and sales focus • Job placement assistance • Ongoing coaching and mentoring assistance

Learning objectives & curriculum

Participants benefit from learning role-specific skills and discipline for a lasting career. Program instructors, bank recruiters and executives collaborate to deliver a unique training experience that replicates the actual banking workplace.



Workplace Professionalism

- 30 Second Commercial
- Customer Service/Sales
- Communications Styles
- Empathy
- Effective Listening
- Ethical Behavior

Deepening the Customer Relationship

- What is a Customer?
- Greet and Build Rapport
- Identify Needs or Requests
- Solution Recommendations
- Closing the Sale

Financial Services Fundamentals

- History of Banking
- Types of Financial Institutions
- Career Opportunities
- The Federal Reserve System
- Regulations
- Identity Theft
- Accounts: Checking & Savings
- Deposits
- Reconciling & Bookkeeping
- Security
- Confidentiality
- Money Handling
- Glossary of Terms
- Cash Drawer Balancing

Transition to a New Career

- Build Your Résumé
- Write A Cover Letter
- Applying for Jobs
- Online Assessments
- Successful Interviewing
- Expectations on the Job

Bank Partner Participation

- Classroom Presentations
- Graduation/Hiring Event
- BankWork\$ Advisory Committee
- Staff & Partner Collaboration
- Curriculum Overview
- Program Design

BankWork\$ Staff & Partners:

Career Path Services Staff:

Nathan Mazzuca, Regional Manager, nate.mazzuca@careerpathservices.org
Shelley McHugh, Instructor, smchugh@careerpathservices.org
Sara Sheldon, Career Navigator, ssheldon@careerpathservices.org

Community Partners:



Banking Partners:

