

# CONNECT

CAREER ADVICE  
& ENTERPRISE BANK JOB  
OPPORTUNITIES

Member FDIC



OCTOBER 2024

**Enterprise Bank's Diversity, Equity, Inclusion, and Belonging Value Statement:** At Enterprise Bank, people and relationships come first. We encourage and foster a culture of diversity, equity, inclusion, and belonging where everyone feels valued and respected. We are committed to a caring workplace that recognizes the importance of making a meaningful, positive difference in the lives of our team members, customers, and communities.

Please [click here](#) to view our Inclusion website for more information. To learn about Enterprise Bank's history and Core Values, [click here](#).

## Careers at Enterprise Bank

Since our inception in 1988, we have achieved incredible growth and success and have been recognized multiple times by *The Boston Globe* as one of the Top Places to Work in Massachusetts. It couldn't have happened without the energy, desire, commitment, and talent of our team members.

We recognize that the success of our organization is a reflection of the dedication and pursuit of excellence of the individuals making up our team. As a member of our team, you will be provided with on-the-job tools to help you grow in your career and succeed in our results-oriented, congenial atmosphere. Our total rewards philosophy and benefits package have been designed to help you maintain professional work/personal life balance.

**For the most updated job listings, please visit our careers page by [clicking here](#).**

# Team Member Spotlight: Michael Santos, Call Center Supervisor



## **Early Life:**

I was born and raised on the island of Guam. I am the oldest of two children but have a huge extended family. My life took a challenging turn, when I nearly lost my mom when she suffered a brain aneurysm. This was a very difficult time in my life. Fortunately, my grandmother and the rest of my family helped raise me and my brother while my mom recovered. My family instilled in me strong values, like respect, compassion, gratitude, responsibility, and sound work ethic.

## **Military Service Part I:**

Several of my family members served in the various branches of the United States Armed Forces. Listening to their stories about their experiences inspired me. I made the decision to join the United States Air Force at the age of 18 and pursued a career in Security Forces. Security and law enforcement was a challenging and rewarding time. Every day was a new adventure. My journey in the military took me across the globe, starting with my first assignment at Osan Air Base in South Korea. From there, I served at Kadena Air Base in Okinawa, Japan, followed by Thule Air Base in Greenland.

I was fortunate enough to attend Airman Leadership School in Aviano Air Base Italy, a 5-week program designed to prepare Airmen to be effective front-line supervisors and leaders. I also had the opportunity to attend the Drug Abuse Resistance Education (D.A.R.E.) instructor course in Germany. This allotted me the opportunity to lead the D.A.R.E. program at my final duty station at Morón Air Base in Spain. I was able to train and collaborate with other D.A.R.E. officers and school officials in educating over 125 children in kindergarten through the 6th grade. While in Spain, I was also a Flight Sergeant and had the privilege of leading many amazing Active Duty, Reserve, and National Guard members.

The United States Air Force has three core values that I continue to apply in my life. They are Integrity First, Service Before Self, and Excellence in All We Do.

## **Education:**

After completing my years of service, I returned to my roots and pursued higher education at the University of Guam. My time in the military had instilled in me a deep appreciation for learning and personal growth which I carried into my academic endeavors. I took advantage of the educational benefits provided through the Montgomery GI Bill.

## **Military Service Part II:**

In 2009, I joined the Massachusetts Air National Guard. I learned to really step out of my comfort zone, I retrained into the Radio Frequency (RF) Transmission Systems career field. This career field was not my passion, but I learned so much and it made me a stronger, more well-rounded person.

## **Banking Career:**

In 2012, I began the first 4 years of my banking career at another financial institution, where I worked in the community banking division. I started as a part-time Saturday-only Teller and worked my way up to a full-time teller and then eventually a Banking Specialist. During this time, I was able to get essential banking experience and knowledge, building a strong foundation.

I joined the Enterprise Bank Call Center in September 2016 as a Call Center Specialist II; this was my first experience in a financial Call Center. In this short time, I learned about the systems we use,

our people, the communities we serve, and our culture. I was also able to join the mentorship program, my mentor was an excellent resource and gave me sound career advice.

Unfortunately, in September 2017, I reluctantly left Enterprise Bank to further my growth. I was given an opportunity to be the sole participant in a pilot program at my previous financial institution. I floated between all 29 bank branches and the Information Center as a Senior Banking Specialist. The pilot program was a success, and they were able to successfully implement it on a larger scale, allowing for improved training and adequate coverage in the branches and Information Center.

After piloting the program, I became a Senior Banking Specialist II (Head Teller). In this role, I supervised 8 direct reports comprised of full-time, part-time, and seasonal Banking Specialists, and Tellers. My next role was as a Regional Assistant Branch Manager. I managed 6 direct reports. I was so fortunate to be selected by the bank's leadership to participate in that bank's Management Essentials Leadership Program.

In November 2019, I returned to Enterprise Bank as a Call Center Specialist II. Many of my friends thought I was taking a huge risk, accepting a role that was not in management. This was a scary moment in my career, but I felt that I had developed strong relationships and that I could grow quickly. I also felt that Enterprise's culture and community was the correct fit for me.

Soon after my return, I rejoined the bank's Mentorship Program, now called Professional Enrichment Program (P.E.P). Mentors have so much knowledge and experience to give. They are also an additional resource in your corner. I truly believe in this program and would highly recommend to anyone looking for advancement or to be promoted.

I did get promoted to a Call Center Specialist III and back-up lead for the night shift. Shortly after, I attended the Supervisory & Management Education Program (SMEP) which enhanced my ability to coach, develop, guide, evaluate, recognize, and lead team members. It also allowed me to build a support network with my peers attending the program. This type of program has given me the tools and confidence to succeed as the Call Center Supervisor.

Enterprise Bank offers so many opportunities for you to grow professionally and as a person. I am a proud and active member of the Multicultural Alliance and Pride C.O.R.P. I recommend that everyone check out different Employee Resource Groups that might be offered at your company. It is a great way to get involved in the community and interact with your fellow team members.

I am truly grateful to work in such a unique and special place. I am so fortunate to work with such a diverse and talented group of people.

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## CONNECT with Enterprise Bank

Whether you are looking for a new career opportunity, want to gain some banking professional knowledge, or want to learn more insights about the types of job openings we have at Enterprise Bank, you've come to the right place! Everyone is invited to learn more about human resources-related news, events, tips, and information via our archive of past EB Connect e-news editions.

[Click here](#) to view previous editions.

Our EB Connect e-newsletters are focused on career development opportunities throughout the Massachusetts and Southern New Hampshire communities we serve. [Click here](#) to subscribe and join our HR EB Connect email list for future updates.



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