

## Tenure Tuesday: Paula Gangell-Miller

In an age when independent banks are rare commodities, Lee Bank, established in 1852, is the quintessential community bank. Their customers tell them time and again about the importance of the human touch in their banking.

The bank was voted “Best Place to Work” by The Berkshires Eagle’s Best of the Berkshires 2017 Readers’ Poll. “One of the unique things we have going for us at Lee Bank is the tenure of many of our staff members. It is really pretty amazing,” said President and CEO Chuck Leach. “Even my predecessor, Dave Bruce, left his post as president after 20 years with Lee Bank. Employee longevity is a true testament to who we are and what we stand for as an independent community bank.”

“Local banks shore up the local economy because deposits are redistributed into the community. They also provide stable employment and a viable long-term career path,” Leach added. Many of the people whose dedication and hard work make Lee Bank one of the best workplaces in the Berkshires have been with the bank for decades.

Over the next several months we will periodically introduce you to some of Lee Bank’s most steadfast employees. We’ll begin our “Tenure Tuesday” series with Paula Gangell-Miller.

**Paula Gangell-Miller** has been with Lee Bank for 29 years. She has served in many roles and has worked for three successive bank presidents: Dick Sitzer, Dave Bruce, and Chuck Leach.

“I’ve been with Lee Bank since high school, when I processed the mail after school. After that I became a full-time teller and I never left,” she said. “I love Lee Bank. I’ve never felt that the grass would be greener on the other side. It is a great employer, especially as far as family or health issues are concerned.”

Paula describes her current role as vice president, retail operations as being “the wheelhouse that makes sure everything works for our customers, both online and in person. I wear a lot of hats and that’s what I like about my job. The best part is that every day is different. I’m a solver of problems and discrepancies. I like to find the needle in the haystack.”

