

SNBT Employees Transition to Innovative Role

The Stephenson National Bank & Trust (SNBT) announced their newest position on their team, the Interactive Service Associate (ISA). The innovative role has been filled by four knowledgeable SNBT employees: Sarah Ewaldt, Sarah Kirby, Mark Adamek and Melissa Wroblewski.



The ISA pioneers will be using their existing banking knowledge to provide consumers with exceptional customer service using state-of-the-art technology known as the “eTeller”. Jenni Dolata, Deposit Operations Officer, is managing the new ISA position.

Dolata started with SNBT in 2008, and was quickly promoted to an Officer within a year. She has over 20 years of banking experience including Customer Service Representative, Personal Banker, Mortgage Loan Officer, and Branch Manager.

“I’m eager and humbled to oversee and support this professional group of ISAs,” says Dolata. “This is such an exciting time for all of us at SNBT, especially our customers.”

Ewaldt has over two years of banking experience with SNBT, as a Customer Service Representative at the Menominee Office. She has been an avid volunteer during her time at SNBT.

Kirby has been with SNBT for over a year as a Customer Service Representative at the Marinette Office before transitioning into the ISA role. She has an Associate’s Degree in Arts and Sciences from UW-Marinette, as well as a Bachelor’s of Human Services from UW-Oshkosh.

Adamek joined the SNBT team in 2016 as a Customer Service Representative at the Menominee Office. He graduated from Madison Area Technical School with an Associate’s Degree in Hospitality Management and a minor in Accounting.

Wroblewski has over seven years of experience in banking, with over one of those years being with SNBT. Before growing into the ISA position, she was a Customer Service Representative in the former Marinette Drive-Up.



Date: October 23, 2017

The ISAs will be able to provide on-screen video assistance from any of the seven SNBT locations, by assisting with loan payments and offering customer's additional secure login methods. They will be available, via the eTeller video help button, Monday through Friday from 8am to 6pm and on Saturdays from 9am to noon.

#