



Our Values

FAMILY/COMMUNITY

Our culture is one of togetherness. Pathfinder Bank cares about each employee's wellness both personally and professionally and we take interest in and embrace each other's individuality. We show this by being flexible, forgiving, fun, and friendly.

PROUD

We are proud of our work; as individuals and as a bank. We feel inspired to do our best work and take pride in the impact we make, and our reputation in the communities we serve.

COMPASSIONATE

We appreciate, empathize and understand the needs of our employees, our customers, and our communities. We aim to cultivate a collaborative, supportive environment where individuals feel respected and valued for their contributions. Pathfinder Bank employees are willing to extend a hand; always ready to go above and beyond and do the right thing!

COMPETENT PROFESSIONALS

We strive for excellence by investing in our employees through innovative training, higher education, and empowerment. All levels of management take responsibility for building the competency of the organization. We all share in the responsibility to create a positive culture and to safeguard equity, inclusion, accessibility and respect for both internal and external customers.

SERVICE-DRIVEN

It is our goal to continually meet our customers' needs and exceed their expectations. Pathfinder Bank employees treat one another like they would external customers. We listen carefully to both internal and external customers' needs and act accordingly.

RESPECTFUL

We understand how our actions impact others and treat people as we would like to be treated. We recognize that words and actions matter and that the absence of action and words also matter. Pathfinder Bank employees recognize that we all have something valuable to offer and respect each others' positions and capabilities in making decisions.

HONEST

We are held, and hold ourselves, to the highest standards of honesty and operate from a place of integrity. We build trust by creating pathways for open exchange, dialogue, and accountability.



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