

YOUNGSTOWN STATE UNIVERSITY

ORAL HISTORY PROGRAM

Metropolitan Savings & Loan Company

Employee Experience

O. H. 573

ANNA MARIE REICHERT

Interviewed

by

Evelyn Jones

on

December 1, 1982

ANNA MARIE ZETTS REICHERT

Anna Marie was born on October 21, 1942 in Campbell, Ohio, the daughter of Emro Zetts and Anna Zetts. She went to high school at Ursuline High, and then began working at the Metropolitan Savings & Loan in 1960. She has served the company in many different jobs, currently in the data processing department. She is a member of St. Matthias Church.

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INTERVIEWEE: ANNA MARIE REICHERT

INTERVIEWER: Evelyn Jones

SUBJECT: Positions, changes, data processing

DATE: December 1, 1982

J: This is an interview with Anna Marie Reichert for the Youngstown State University Oral History Program on the Metropolitan Savings & Loan Company, by Evelyn Jones, on December 1, 1982.

Could you tell me something about when you grew up, where you grew up, your family?

R: I was born and raised in Campbell. I went to St. John's Grade School eight years. I went to Ursuline High School four years.

J: When you started to work at the Met did you have any vocational training? Did you take any business classes?

R: No. I really didn't need any at the time. In high school you needed typing, shorthand, a business background.

J: What was your first job at the Metropolitan?

R: Teller.

J: When did you start and who was your first boss?

R: I started July 1, 1960. My trainer was Sylvia Margiotta and my first boss was Mr. David Jones, who was president of the company at the time.

J: Describe the office and what a typical day was like at work?

R: The office was small. I believe there might have been twelve employees. Back in 1960 a typical day . . . Our main office was at 42 North Phelps Street. It was a two-story, very small

office compared to the building that we're in now. The customers were different then than they are now. They were more friendly. I guess it's because the office was smaller. We weren't as specialized then. We didn't go into too much detail like we're going into now. Now we're into computers. Back then we were into hand posting, machine posting. We didn't have as many customers back then. Employees, we only had four tellers at the time. Now we have eight or nine tellers in the main office. We were more familiar with everyone, especially customers. Customers knew us personally by name. They had their own particular teller that they preferred. It was more of a family type atmosphere than it is now. Now it is strictly business.

J: Did you enjoy it?

R: It was a lot of fun. Christmas and holidays were always fun also because the customers appreciated us and we in turn appreciated them. It was more of a friendly type atmosphere than it is now.

J: When you started in 1960 they were still having the little get-togethers in the summer?

R: Yes, we had picnics and we would visit each other. We got to know each other very well. I was the youngest one, so I was sort of like the baby there. Everyone took me under their wing. I enjoyed myself.

J: What were some of the changes that you saw?

R: In the first five or ten years there weren't too many changes. I think it came in the 1970's. In the middle 1970's there was a drastic change; we went to data processing. A company out of town now figures our mortgage interest, does all our transactions; everything is done through a computer. We grew very rapidly. We went from twelve employees to ninety-five employees. We went from a two-story building to a four-story building. There was quite a change. We took on more responsibilities at the office, not just savings and mortgages but doing checking accounts, consumer loans, different money market certificates that became available. There was a drastic change in the savings & loan business.

J: What was your role then when they turned to data processing? You weren't a teller then?

R: No, I was in bookkeeping so I really didn't have that much to do with it. They had a group of people that were more involved in it. I didn't have that much to do with it.

J: As the company grew and changed how did your job change? How

did you evolve to where you are now?

R: I think as the company grew, experience in different areas was needed more. From head bookkeeper I went to record retention. All of a sudden we were loaded with old records that had to be documented, put on microfilm, and had to be destroyed. All of a sudden we just had tons and tons of paper work that we had to get rid of. It went from there and then I went into checking accounts because that was the new phase in the business. I went into the checking account department then and then after that we started eagle stamps, so I went into the eagle stamp department. It seemed as though every time something new came up, experience had to follow it.

J: Why have you been working with the Met all these years?

R: Because I like it; I enjoy what I'm doing. I like the company; the company is a great company to work for. The people are very nice.

J: What do you think the success of the Metropolitan has been?

R: First of all, Mr. Jones, the president was a fantastic president. He really got to know people. It was the close customer-management relationship they had. It was great. The services that we offered, too, were better than anyplace else. I think people just stuck to it. Mainly it was Mr. Jones. He was the leader and set the direction that the company was going in. Anyone that had worked under him would say the same thing.

J: Is there anything else you want to add?

R: No.

J: Thank you.

END OF INTERVIEW