

KIM ROCK

In a culture where changing jobs has become the norm, Kim Rock is an anomaly.

Her entire career — all 38 years — has been spent at the Institution for Savings.

In 1984 — just one year after graduating high school — Kim joined the Institution for Savings as a teller.

In 1992, she was promoted to assistant manager of the bank's office on Storey Avenue in Newburyport.

One year later, she became the office manager and assistant treasurer.

Kim was elevated to vice president in 2004, and was promoted to senior vice president in 2007.

She was elected a Trustee of the bank in March 2010.

In July 20-10, she assumed her current position of chief operating officer under Bank President Michael Jones.

She has the distinction of being the first woman in the 202-year history of the Institution for Savings to earn that role. And the responsibility that comes with that is not lost on her.

Every day, Kim strives to make sure the needs of the bank's customers and employees are met.

From the moment Kim arrives at work, her colleagues say she goes about making all of them not only better bankers and better employees — but, more importantly, better people.

Her honesty, compassion and kindness — coupled with her passion for doing the right thing and going above and beyond — have earned her the respect of customers, trustees and employees alike.

She regularly visits customers at home — particularly those who are among the most senior in the bank's community — helping them balance their checkbooks, work through various financial issues and even tackle some non-bank-related problems.

In nominating her for the Diamond Award, Mary Anne Clancy — senior vice president of marketing and communications for the Institution for Savings and a member of the Chamber Board of Directors — says Kim always leads and acts by example.

“There is no job too small, too menial, too unimportant for Kim,” says Mary Anne.

“She constantly goes out of her way to support each and every employee in the bank when needed.

“She is tireless and, by far, the hardest working person I have ever met. She is truly an inspiration.”

In addition to her direct responsibilities at the Institution for Savings, Kim gives her time and talents to many local boards.

She is a trustee and treasurer of the Mary Alice Arakelian Foundation and the Putnam Free School Charitable Foundation.

She has served as board member of the former Newburyport Area Industrial Development Foundation and the Newburyport Education Business Coalition, among others.

She is also passionate about the challenges and personal struggles of the mental health community, and works in multiple ways to provide care and aid.

In what little down time remains, Kim is an avid cyclist.

She has been a returning participant in the Pan-Mass Challenge bike-a-thon — occasionally joined by Bank President Michael Jones — raising money for Dana-Farber Cancer Institute.

She also participates annually in the Tour de Force memorial bike ride to honor the victims of the Sept. 11 terrorist attacks.

A native of Newbury, Kim and her husband, Ed, now live in neighboring Byfield. They have two daughters, Kristin and Jennifer, and two grandsons — 4-year-old Jackson and 2-year-old Griffin.

The example Kim sets extends to those youngest members of her family.

She tells the story of a recent walk with grandson Jackson — on which he asked his grandmother — “why do you always stop to greet everyone you meet?”

Kim used the moment to explain the importance of making eye contact and offering a smile — even to strangers.

“It goes a long way,” she told him.

Kim’s generosity of spirit has gone a long way in making her an invaluable member of the Institution for Savings team — and of the community in which she lives and works.