

2025 Community Service Volunteer Non-Officer General Award

Congratulations to LINDA HEFELFINGER!



Linda Hefelfinger
Customer Service Representative
Frankston

"There is always a need for the less fortunate to receive a hot meal and the fellowship of others."

- Linda Hefelfinger

Linda Hefelfinger, Customer Service Representative, was selected as a 2025 Community Service Award winner to recognize her work with Hope on the Street. Hefelfinger is a volunteer with the organization.

Hope on the Street is a combination of several ministries that offers clothing, meals, and support services to the homeless community in Tyler. The group provides a meal and faith-based message each Monday evening. In addition to meeting core physical and basic needs, they also address social and spiritual needs. They provide an opportunity to build relationships and a sense of belonging; offer prayer and fellowship; and help connect individuals with support services or job training.

As a volunteer with the group for the past year, Hefelfinger assists with collecting donations from her home church to bring and share in addition to helping serve meals each week.

Hefelfinger joined Austin Bank in 2005. She has faithfully served the customers in the Frankston location as a customer service representative. A life-long resident of Frankston, Hefelfinger is a graduate of Frankston High School and has completed The Institute of Certified Bankers Certified Customer Service Representative program. She has one grown daughter and four grandchildren. In addition to her work with Hope on the Street, Hefelfinger also serves at her church, Hilltop Baptist.

