



HRD Network InfoExchange

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2008-2009

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& Professional Networks Manager
California & Nevada Credit Union
Leagues
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Gwen White
Associate Board Member

February 22, 2010

Where People and Ideas Meet

Page 1

HRD Network 2010 Annual Conference February 10-11, 2010



The two-day conference was packed with valuable information, a great line-up of speakers, held at the contemporary and luxurious Marriott Hotel & Resort in Burbank, Ca.





Thank You
to our Speakers and Business Partners
for another successful conference!





CONGRATULATIONS To The HRD Network 2010 Award Recipients



Lecia Roundtree, San Mateo Credit Union
HR PROFESSIONAL OF THE YEAR

Candidates will have demonstrated qualities in three or more of the following areas: Leadership, Vision & Focus, Teamwork, Communication, Risk-taking, Interpersonal Skills, Creativity & Innovation, Development and Ethics.

This award was named after Ginny Baldauf, whose professional and never-ending energy helped make the HRD Network what it is today. The award is presented to an HRD Network member nominated by their manager, and submitted to the HRD Network Board for voting. The Board of Directors established the criteria in 1996.



Tim Sieben, KeyPoint Credit Union
SUZANNE CARLISLE HRD NETWORK TRAINER'S SCHOLARSHIP

The purpose of this award is to recognize excellence in educational initiatives.

This award was named in honor of Suzanne Carlisle, past-president of the HRD Network. Suzanne believes in training and supporting the efforts of those who develop others. We appreciate KeyPoint CU's generous support of this scholarship.



The HRD Beach Cities Brownbag was held at LBS Financial on February 4th.

Jeff Napper, President/CEO welcomed over 20 attendees. A special thank you to Michele Patterson for presenting the Annual 2010 Employment Law Update to the group. Of special note, please mark your calendars for the next session to be held on October 6, 2010 at LBS Financial. The two hour session will showcase best practices from our own member credit union. The first hour will feature use of Leadership Competencies and the second hour will focus on the importance of Workforce Planning.





HRD Network Brown Bags

Central California Area

Contact Shonna Shearson at Kern Schools FCU (661) 833-7944 or shonna.shearson@skfcu.org for information on the next scheduled meeting.

Inland Empire Area

The HRD Network is seeking a Brown Bag Coordinator for the Inland Empire Area. Those interested in becoming a Brown Bag Coordinator, please contact Gwen White at gwhite@hrdnetwork.org.

Beach Cities Area

(Formerly Long Beach/South Bay Area)
Contact Therese Levkulics at LBSFCU (562) 598-9007 x5210 or tlevkulics@lbsfcu.org or for more information on the next scheduled meeting.

Orange County Area

The HRD Network Brown Bag Coordinator for the Orange County Area. Those interested in becoming a Brown Bag Coordinator, please contact Gwen White at gwhite@hrdnetwork.org.

San Diego Area

Contact Jose Ng at USA FCU (858) 831-8100 x511 or jng@usafed.org for more information on the next scheduled meeting.

San Francisco Bay Area

Contact Rebecca Nixon at San Mateo CU (650) 562-1223 or rnixon@smcu.org for more information on the next scheduled meeting.



Sacramento Area

Contact Jenee Rawlings at Yolo FCU (530) 669-6321 or jrawlings@yolofcu.org for more information on the next scheduled meeting.

Southern Nevada Area

Contact Ann Johnson at Silver State Schools CU (702) 697-8025 or amj@silverstatecu.com for information on the next scheduled meeting.

Los Angeles Area

Supervisory Training presented by Michele Patterson

This workshop is a great overview course for non-HR professionals so they understand our world better and to avoid potential liabilities.

Based on legal updates, special emphasis will be placed on disability, privacy, retaliation, and hate crime law.

When: Friday, March 26, 2010

Time: 9:00 a.m. – 12:00 p.m.

Where: Los Angeles Police Federal Credit Union, 16150 Sherman Way, Van Nuys, CA 91406

(Located on the corner of Sherman Way & Valjean – 1 block west of Woodley)

Cost: **\$159 per person**

RSVP by March 19, 2010

Contact: Janet Gaspard at LA Police FCU (818) 779-3316 or jgaspard@lapfcu.org for more information on the next scheduled meeting.

Trainers Network Northern California

Contact Rebecca Nixon at San Mateo CU (650) 562-1223 rnixon@smcu.org for more information on the next scheduled meeting.

Trainers Network Southern California

Contact Kate McPike at the California / Nevada Credit Union League (800) 472-1702 x6030 or katem@ccul.org for more information on the next scheduled meeting.

Mark your calendar
and plan to join
your colleagues
at these
FREE
Brownbag meetings!

HRD NETWORK INFORMATION EXCHANGE

The next InfoExchange will be sent out on **Monday, March 22nd, 2010**. HRD Network Members should submit their job postings by the Friday before. Please send your job posting along with your logo in a pdf file to Nanette Daló at Allied Healthcare FCU at ndalo@ahfcu.org.

Job Listings & Resumes

HRD Network Members: if you would like information on how to place an ad with the HRD Network, contact Nanette Dalo at: (562) 933-0378 * Fax (562) 933-0921 * e-mail: ndalo@ahfcu.org. Please send requests of 200 words or less by Fridays at Noon. All members of our Job Placement Service are Equal Opportunity Employers M/F/DV.



**LOS ANGELES
POLICE**
FEDERAL CREDIT UNION

The Los Angeles Police FCU (\$738M) is seeking 4 positions

**COLLECTIONS REPRESENTATIVE
CALL CENTER REPRESENTATIVE – Part Time
INTERNAL AUDITOR – FRAUD SPECIALIST
TELLER – Brewer Branch**

Position & Summary

The primary purpose of this position is to assist Los Angeles Police Federal Credit Union live out its mission, “to enhance the quality of life for the Los Angeles Police Department family by serving as a trusted partner providing rewarding financial solutions through exceptional service.” To achieve this purpose this position must provide outstanding service to both internal and external members. A key part of this outstanding service is to identify the financial needs of each member and recommend an appropriate credit union solution. . Responsible for delivering on the Credit Union’s Service Promises and maintaining the Credit Union’s Quality Service Standard.

Additionally, under general supervision, but in accordance with established policies and procedures, provides a variety of member service functions, such as processing share, checking, and loan transactions; cashing checks, selling money orders and travelers cheques, cashier checks, VISA and LOC cash advances, processing mail; maintaining account records, etc. Balance daily negotiable item sales. Provide a high quality of member service and cross selling of Credit Union services. Responsible for daily balancing of transactions and cash. Assist with balancing the department’s daily activities and totals

Demonstrates and maintains an up-to-date knowledge of and ensures on-going compliance with applicable regulatory requirements, such as BSA, OFAC, CIP, and internal policies and procedures. Be an active/supportive participant in all services training. Utilize tools, as they are made available.

Collections Representative Qualifications

- * Education: High school diploma, GED or equivalent required.
- * Training and Experience: Minimum 1 year experience in collections including visa, auto loans and repo collections. Mortgage, real estate and general bankruptcy knowledge preferred. Type 30 –40 wpm; computer experience preferred, but not required. Some accounting knowledge desirable.

Internal Auditor – Fraud Specialist Qualifications

- * Education: Bachelor’s degree from a four-year college or university preferred with emphasis in Accounting, Finance, Business Administration, or Economics
- * Training and Experience: Three to five years’ relevant experience in a financial institution, or other analysis, auditing, fraud investigation or loss prevention experience. CFE designation preferred.
- * Required License and/or Documentation: Valid California driver’s license and proof of current insurance coverage.
- * Working knowledge of federal and state regulations and other laws pertaining to credit unions preferred.

(continued on page 7)

(Continued from page 6)

Call Center & Teller Qualifications

- * Education: High school diploma, GED or equivalent required.
- * Experience: One to three years experience in a financial institution preferred.

Please apply to:

Los Angeles Police Federal Credit Union/Human Resources Department/
16150 Sherman Way Van Nuys, CA 91406

Job Code: HRD

E-mail: jobs@lapfcu.org Fax 818/782-9356

Resumes without salary requirements will not be reviewed.

To learn more about the Los Angeles Police Federal Credit Union, please visit our website at

<http://www.lapfcu.org/>

No phone calls, please. LAPFCU is an Equal Opportunity Employer.

[022210-032210]

**Manager of Software Development**

Western Federal Credit Union (Western) works hard to set itself apart by providing a positive, rewarding environment for its employees and superior service to its members. Western understands employees are a valuable asset and offers a competitive benefits package for its employees and their family members. As an employee, you'll enjoy health & life insurance benefits from the first day of employment and several other benefits including an employer matched 401k, pension plan, and an industry leading tuition assistance program. Western is proud to be an equal-opportunity employer.

Western is seeking a Manager of Software Development to join the Information Technology team to oversee Western's website and online presence as well as "Symitar" Episys functions.

Responsibilities of this position include:

- Oversight of design and development for all aspects of Western's online presence including the website, online banking, intranet, extranet, etc.
- Oversight of design and development for all Episys reports, workflows, data extracts, and Symforms
- Creation and enforcement of development life cycles for host and online applications.
- Implementation of quality control procedures and methodology over host and online applications.

Requirements of the position include:

- Three to five years relevant experience in managing development of host applications and high-traffic web sites.
- Thorough knowledge of HTML, XHTML, ASP, .NET, Visual Studio, Open Source, XML, Episys Power On, Web 2.0 tools, Javascript, Flash, SQL Server, Web Services, and SharePoint
- Project management experience.
- High school diploma or equivalent required; Bachelor's degree and credit union experience preferred.

[022210-032210]



At First Entertainment, (<http://www.firstent.org>) an approximate \$800M California-based credit union, we want a star performer to team up with us in a great opportunity as a Financial Services Representative in our Culver City branch. First Entertainment offers banking services to employees of the entertainment community. We are a member-owned, not-for-profit, cooperative financial institution. The ideal candidate will have experience in a financial institution and experience in sales and service.

This role is responsible for providing a broad variety of financial services such as opening and closing accounts, opening and renewing certificates, opening IRA accounts, processing and funding consumer loans, HELOC's, and assisting members with their financial needs; cross-selling products and services; assisting members, in person or by phone, with any and all questions or problems that arise. Assist and support Tellers and the Branch Manager as needed.

We need a self-motivated, enthusiastic, and happy person with a positive attitude, who uses common sense, works smart, and who takes responsibility for their own actions and are accountable as well. Two to three years work-related skill, knowledge and experience in a FSR-type position or progressive experience leading to a FSR position; customer service experience; cross-selling experience with financial products and services; personal banker service experience such as opening or starting new products and services; notary commission is a plus.

If you are excited about this opportunity, please e-mail your resume to "jobs@firstent.org" and included in the **Subject Line** "FSR-CC-2-10-HRD." We offer a comprehensive benefits package including full health care with 80% of premium covered by the credit union, 401(k), educational reimbursement, Paid Time Off (PTO) and employee activities. No relocation and principles only.

Pre-employment background screening, including credit and criminal checks, and drug testing are required.

[011210-022610]



Accounting Manager

Accounting Manager, full-time position in Burbank, Ca. This position is responsible for all areas related to accounting functions and financial reporting. Will oversee daily operations of the Accounting Department, will direct, train, supervise and appraise accounting personnel. Will ensure accounting activities are in accordance with established legal, regulatory, and Credit Union operations and procedures. Duties include general ledger reconciliations, accounts payable, maintain fixed assets and accounting of the Credit Unions investment portfolio. Will be responsible for timely preparation of daily, monthly, annual and other periodic financial statements and reports. Will interface with other departments to verify transaction report data and obtain information. Will provide leadership to the accounting personnel to ensure optimal performance.

Qualifications: Three years or more of accounting experience in a financial institution. Previous Management/Supervisory experience preferred. Bachelor's degree in Finance or Accounting preferred. Must be familiar with 5300 Call Reports, reconciliation of bank statements and balancing daily and monthly ledgers.

- * Ideal candidate will have strong knowledge ACH, Item Processing and Credit/Debit/ATM card functions.
- * Must have strong knowledge of Microsoft Excel and Word.
- * Knowledge of Symitar core processing system a plus!
- * Must have strong analytical and problem-solving skills
- * Must be well organized and attentive to detail.
- * Excellent verbal and written communication skills are desired.

We offer a competitive salary and excellent benefit package including Credit Union paid medical and dental insurance, life insurance, 401(k) retirement plan, paid holidays, generous Paid Time Off (PTO), and Credit Union membership. For immediate consideration please forward your resume to hr@burbankfcu.org, or fax to (818) 563-2604.

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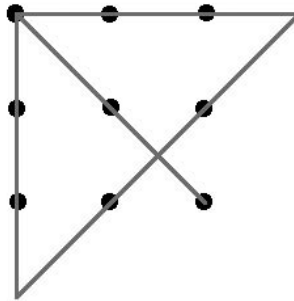


HR Tips & Trivia

Cook up a recipe for workplace success

Being good at your job is only part of the recipe for success at work. To heat up your career, remember to add these key ingredients:

- * **Positive attitude.** Managers and co-workers alike appreciate the support of someone with an upbeat outlook. Show some enthusiasm about your job and the organization you work for. Look for opportunities, not problems, and find the bright side of the challenges you face.
- * **Integrity.** Be honest with people. When you don't have an answer, say so. Admit your mistakes (and concentrate on not repeating them). Keep your promises, and meet your deadlines. All this shows your respect for other people and demonstrates your reliability.
- * **Willingness to try.** Don't be afraid to stretch out of your comfort zone. Volunteer for new tasks and extra responsibility. Take risks—be realistic about what you can and can't do, of course, but don't back away from a challenge because of the possibility of failure. Ask the right questions so you know what's really going on, regardless of whether you'll appear "ignorant."
- * **Co-operation.** Be a team player—help your colleagues with their priorities, and share information instead of hoarding it. Know what your manager wants, and support him or her to the best of your abilities. Offer your support when people need it, so they know you're not just out to get ahead for your own benefit.

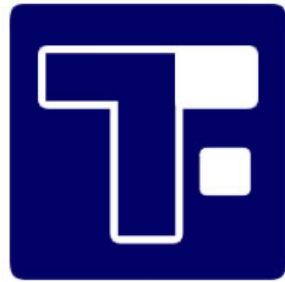


When did people first 'think outside the box'?

"Think outside the box" has become a cliché. People have used the term to describe creative, innovative thinking, and its value is clear: Sometimes we have to throw away all our preconceptions and look for new approaches instead of repeating the same old strategies.

But where did the phrase come from? Although its origin is uncertain, it seems to spring from a simple puzzle popularized by management consultants in the late 1960s. In the puzzle, nine dots are arranged in three rows of three. The challenge is to connect all the dots with four lines while not lifting one's pen or pencil off the paper.

The problem seems insoluble at first glance, because most people instinctively stay within the confines of the "box"—the square created by the nine dots. Only by drawing a line beyond the area of the square can one solve the puzzle. You have to go outside the box.



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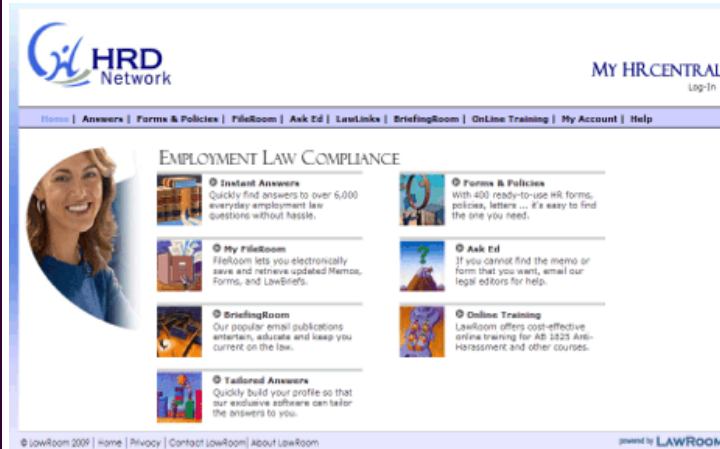
support@tfactor.net

702-989-5407



INTRODUCING MY HRCENTRAL - A HRD NETWORK SPONSORED BENEFIT

Starting this week, HRD Network introduces **My HRcentral**, its own private labeled website whenever you want to access the benefits of the program you presently enjoy from LawRoom. Here's a peek at the website:



YOUR PRESENT SPONSORED MEMBERSHIP INCLUDES:

- ▶ 3 concurrent users to access the program
- ▶ Weekly email updates to keep you current and challenged
- ▶ 6 company-wide annual memos (answers) & 6 forms (policies etc)
- ▶ On-demand Updates: online courses on changes in the law
- ▶ Access to 400 forms and policies to help you manage your business
- ▶ Electronic FileRoom to store briefings, memos, forms and policies
- ▶ **15% discount** for Business membership upgrade to unlimited access

WHY YOUR COMPANY PROFILE IS IMPORTANT

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LawRoom's proprietary technology **tailors answers** to your company-- instantly and in writing. Plus, the answers **comply with both California and Federal law**. But, to enjoy customized answers, you must create a profile, which takes less than 5 minutes and is confidential. For non-California employees, you can get the National library (fed law).

800-652-9546

sales@lawroom.com

Walnut Creek, California

LawRoom also provides online training for AB 1825 and other courses.

Where People and Ideas Meet

Serving Human Resources and Training professionals in Credit Unions in California, Nevada and Utah since 1986.

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