

April 28, 2008



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Taken from the HRD Network Conference February 2008:

### *"Aligning Your Staff for Strategic Success"*

### CEO Panel: *What HR & Training Professionals Can Do to Prepare Future Leaders*

**Shruti Miyashiro** – Orange County's CU

"What is the definition of success for our Credit Union? Who are we and what are our values?" This is what Shruti Miyashiro says each credit union needs to ask when their leadership program was developed. The program matches their fun culture and includes all positions of the credit union. Changing the thought process for employees to want to go to work was a big challenge. HR & Training is integral to their credit union's success.

**Jon Hernandez** – CalCom FCU, City of Downey FCU & Mattel FCU  
"Support the personal and career growth of your staff" says Jon Hernandez, CEO of three credit unions. He is a graduate of WCMS, and is currently attending the CUES management. He gets his supervisors involved with implementing new projects such as system upgrades, NCUA 5300 reporting, user group meetings and chapter meetings. Jon focuses on each individual's strengths rather than their weaknesses. Fun team building activities are spent with other credit unions such as rock climbing and horse back riding.

**Grace Mayo** – Telesis Community CU  
Grace Mayo says that management is an art. Consistency and integrity is what we're all about. She and her team have a monthly forum selecting front end employees to discuss what they can do to better the credit union and do they have the right tools. This is a 15 year program where there's honest dialogue of what works and what doesn't work, knowing there's always room for improvement. Their credit union must have employees that live and breathe their culture, and at the same time be friendly and have fun.

**Ron McDaniel** – California Credit Union  
"Can't make good leaders out of wrong hires" says Ron McDaniel. When interviewing an applicant, ask yourself if that person looks like they can at least move up one level. Look for enthusiasm and a desire to be risk takers (thinking out of the box) as leadership skills. The first time supervisor is the toughest task. We need to pay more attention to them and give them the tools they need for their position because they are more than likely supervising people who they worked with. Don't set them up to fail. Mentoring is an important component. Informal mentoring is more effective than formal scheduled meetings. Hire both within the credit union industry and outside. We are all role models, making good examples at work and at home, which makes an impact on what happens to our staff and their future.

*“What my years of business experience have taught me is that the key to competitiveness is innovation and the key to innovation is people. Taking care of people, therefore, is an essential way of taking care of business.”*  
~ Randall Tobias, chairman of Eli Lilly



### BROWNBAG UPDATES

#### Upcoming HRD Network Brownbags:

##### Central California Area

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

##### Inland Empire Area

Contact Emily Pearl at Service Plus CU (909) 680-1998 x104 or [epearl@servicepluscu.org](mailto:epearl@servicepluscu.org) for information on the next scheduled meeting.

##### Long Beach/South Bay Area

Contact Diane Jarecki at LBSFCU (714) 893-5111 x5205 or [djarecki@lbsfcu.org](mailto:djarecki@lbsfcu.org) for information on the next scheduled meeting.

##### Los Angeles Area

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

##### Orange County Area

Contact Courtney Lynch at Wescom CU (888) 493-7266 x4653 or [clynch@wescom.org](mailto:clynch@wescom.org) for information on the next scheduled meeting.

##### Sacramento Area

When: **Monday, May 12, 2008**

Time: 12:00 noon – 2:00pm

Where: Sacramento CU

Topic: *“Protected Leaves and Integrating Benefits”*

Speaker: Vanessa Whang, attorney from Carlton DiSante & Freudenberger.

RSVP: Jenee Rawlings at Yolo FCU (530) 669-6321 or [jrawlings@yolofcu.org](mailto:jrawlings@yolofcu.org).

##### San Diego Area

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

##### San Francisco Bay Area

When: **Thursday, May 22, 2008**

Time: 11:30am – 1:30pm

Where: San Mateo Credit Union

Lunch provided by Crystal Springs Catering

*“Join us as the SMCU HR Department puts on their annual “Mock Trial”*

RSVP: Dawn Smith at San Mateo CU at (650) 562-1276 or [dsmith@smcu.org](mailto:dsmith@smcu.org) by Friday, May 16, 2008

##### Southern Nevada Area

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

##### Trainers Network (Southern California)

When: **Friday, May 30, 2008**

Time: 11:30am-1:30pm

Where: Wescom Credit Union 123 South Marengo, Pasadena

Topic: Panel Discussion – *“Getting Participants to Complete Evaluations”*

Lunch will be provided by host credit union. A tour of facility will also be available.

Contact Kate McPike at the California Nevada Credit Union League (909) 581-3434 or [katem@ccul.org](mailto:katem@ccul.org).

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



### Compliance Training Seminar

for Bakersfield and Surrounding Areas (Two Sessions)

When: May 13, 2008

Time: 9:30am-12:30pm OR 1:30pm-4:30pm

Where: Kern Schools Federal Credit Union 9500 Ming Avenue, Bakersfield, CA 93311

Topic: *Check Fraud Prevention & the Laws of Checking Accounts* – Check holds, liability on checks, Check fraud trends and prevention, proper payees on checks.

Presenter: Mary-Lou Heighes, Compliance Plus, Inc.

Cost: \$80 for Credit Unions under \$25M; all others \$125

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

### HRD NETWORK INFORMATION EXCHANGE

The next Info Exchange will be sent out on **Monday, May 12, 2008**. Any information or job posting needs to be submitted by the Friday before. Thank you and please send your information to Nanette Dalo of Allied Healthcare FCU at [ndalo@ahfcu.org](mailto:ndalo@ahfcu.org).



**JOB LISTINGS**



**Chief Operations Officer/Senior VP of Operations**

Located in San Luis Obispo, on the beautiful California Central Coast, SESLOC Federal Credit Union, with \$475 million in assets, is currently seeking a visionary executive to guide and direct the operations in all branch locations and phone center. Under the leadership and direction of the President/CEO, the position is responsible for operations administration and for significant contributions to the formulation, development, implementation, and administration of credit union operational policies and business goals and objectives. Organizes, plans, and directs all operational functions that are associated with branch and phone center operations, ensuring operations are in accordance with sound business practices and policy guidelines. Administers the branch facilities and security functions at all branch locations and is responsible for compliance with operational rules and regulations. Acts as liaison to the Board of Directors on operational issues.

The successful candidate will have a collaborative management style, embracing communication throughout the organization and an ability to foster an environment conducive to preserving credit union philosophy and principles. Will have proven track record of success in leadership and relationships and proven ability in leading a team/developing staff. Bachelor's Degree from a four (4) year college or University required. Ten (10) or more years required in a financial institution management role, some of which must be senior management. Ten (10) or more years of financial operations experience required. Credit Union experience preferred. Master's degree preferred.

Compensation package commensurate with background, education, and experience.

For consideration, please send your letter of interest, five year salary history, application, and resume to:

**SESLOC Federal Credit Union**  
**Attn: Executive Search Committee**  
P.O. Box 5360  
San Luis Obispo, CA 93403  
Or [employment@sesloc.org](mailto:employment@sesloc.org)  
Position will be open until filled. EOE

[042808-062008]

<b>Job ID</b>	SH284
<b>Position Type</b>	Full-Time Employee
<b>Company Name</b>	1st United Services Credit Union
<b>Location</b>	Pleasanton, CA
<b>Salary</b>	\$19.22 - \$24.02
<b>Date Posted</b>	April 16, 2008
<b>Experience</b>	1-2 years experience

**Collections - Sr. Service Associate Full Time**  
**Great Pay and Benefits!**

1st United Services Credit Union, a premier financial institution, has been in business since 1932 providing great financial services to our members. We are proud of our employees at 1stUSCU, and we are seeking quality professional people to join our winning team. It's our employees who make the difference, so we offer excellent benefits, an outstanding 401k plan with liberal vesting and a higher employer contribution rate, competitive salaries, and a comfortable work environment.

If you are professional with customer service skills and are interested in working for a progressive growth-oriented Credit Union, 1st United Services Credit Union may be what you're looking for. We are currently searching for a reliable Sr. Service Associate (Collector) to join the Asset Recovery department.

**Job Responsibilities**

This position is responsible for helping to collect on delinquent and charged off loans.

- Place collections calls to members with debts over 45 days old
- Collect payment from delinquent accounts and charged off loans by contacting member via phone and letter
- Make acceptable payment arrangements and if necessary, do skip trace to locate collateral
- Take course of action for collateral recovery, such as repossession and legal action
- Provide information to members' needs in order to make payment on their account
- Research and resolve accounts receivable issues
- Record information status collection efforts
- Performs other job related duties as assigned.

**Job Qualifications**

- Proficiency with Top Notch preferred
- Proficiency with Microsoft Word and Excel required.
- Good listening and telephone skills

- Able to operate a 10-key calculator and computer keyboard
- Able to make decisions with minimum information
- Bi-lingual skills a plus.



**1st United Services Credit Union is an Equal Opportunity Employer /AA-M/F/D/V**

Please forward your resume with cover letter to [jobs@1stuscu.org](mailto:jobs@1stuscu.org). Please include the job number in the subject line of your email. Those that meet the above requirements will be contacted.

No agencies please

[042808-052308]



**TRAINER**

LOCATION: SUNNYVALE  
HOURS: MONDAY – FRIDAY 8:00 AM-5:00 PM  
JOB CODE: 385HRD

**OCCUPATIONAL SUMMARY**

To meet the training needs of the Credit Union.

**WORK PERFORMED**

- Develop, design, conduct, coordinate and maintain training programs for all staff levels
- Plan, coordinate, and direct activities related to training and development
- Conduct New Employee Training and Product & Services Training
- Design and coordinate the design of written materials, including product and technical training programs
- Develop criteria to measure and track training effectiveness, including both written assessments and simulated activities
- Work closely with all departments to ensure employees receive necessary training to perform department functions
- Conduct research and analysis to assess training needs and seek new tools to support organizational objectives and goals
- Create new training materials, as well as updating existing materials as needed.
- Other duties as assigned

**EDUCATION AND EXPERIENCE REQUIRED**

Normally requires a Bachelors Degree or equivalent level of education in Organizational Communication or Organizational Development. Four to five years experience of current and progressive experience within a training environment required. Credit Union and/or XP experience a plus. Technical writing experience a plus.

**SPECIAL REQUIREMENTS**

Understanding of job functions and operations at all levels of a credit union. Knowledge of training systems and resources including Computer Based Training (CBT), eLearning, classroom training, self-study, and large/small group training. Ability to design technical and soft skill classes, as well as "Train-the-Trainer" classes. Ability to lift and carry 30 pounds, as job demands transporting training materials to different locations. Must be proficient in Microsoft Office, including



**Branch Manager**

A credit union in the South Bay is seeking a Branch Manager.

Located in the quaint town of Mountain View in a great downtown location, this 700 square foot one person office is seeking a dynamic individual to manage all branch office operations. This is a unique opportunity for the right person who may be seeking a position that provides a challenge and opportunity for growth. The Branch Manager will handle all member transactions in the office, mail, and over the phone. The Branch Manager will also be in charge of marketing, business development, and branch compliance. The position is on a part-time basis and starts at 22 hours per week with potential additional hours up to 30 per week, Monday - Friday.

We are seeking individuals who have at least 2 - 3 years plus branch operations experience including cash handling, member referrals and marketing, compliance, and back office operations. Experience working with the member loan consultations and IRA accounts are a plus. If you take initiative, are a self starter, outgoing, and are willing to roll your sleeves up to make this branch even more successful, we want to hear from you!

A bachelor's degree is preferred. Qualified candidates please send your resume and salary information to: [413.occ@hiredesk.net](mailto:413.occ@hiredesk.net).

[042808-052308]

Word, PowerPoint, Excel, and Outlook.

### EXPECTATIONS

Ability to plan, develop and coordinate multiple assignments simultaneously. Well organized. Strong communication skills. Ability to meet deadlines with minimal supervision.

To apply, please fax your resume to 408-745-7428 or go online at [starone.org/company/careers.html](http://starone.org/company/careers.html).

Be a part of one of the most successful financial institutions in the country with over \$3.5 billion in assets and more than 84,000 members worldwide. We offer generous compensation and benefits, including medical, dental, vision, life, 401K, retirement, special employee loans and opportunities for tuition assistance.

[042708-052308]



### RESUMES

#### Manasvi Shah – Finance Department Intern

Is your company interested in hiring an intern for your Finance Department? This candidate is willing to work during the summer from mid-May through Aug 2008. Or if needed, she is available from mid-May through Dec 2008.

Manasvi Shah's resume is attached to this email. Please contact her for further information.

Thank you very much for your time and consideration.

[041408-050908]

## SAVE THE DATE... 2008

for the HRD Network's  
Semi-Annual Conference  
September 17-18, 2008  
The Doubletree Hotel  
San Diego ~ Mission Valley



### HR TRIVIA

#### What makes a good boss?

Qualities that U.S. workers consider necessary for being a good boss (in order of importance), according to a Yahoo-survey:

1. Communication/listening skills
2. Effective leadership skills
3. Trust in their employees to do their jobs well
4. Flexibility and understanding
5. Intelligence
6. Teamwork skills
7. Even temperament

*"If people feel like they're part of a workplace, then they're going to have more resistance to leaving. They're not just leaving a job, they're leaving a community, and it takes a little bit more of a tug for that to happen."*

~ Richard Hadden, coauthor of  
Contented Cows Give Better Milk

# HRD NETWORK

STIMULATING GROWTH • PROMOTING EDUCATION • SHARING IDEAS • CREATING VALUE