



HRD Network InfoExchange

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2010-2011**

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June 1, 2011

Where People and Ideas Meet

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Check out our **NEW** website at www.HRDNetwork.org!

The HRD Network is an organization that has provided Credit Union HR and Training Professionals with networking and training opportunities for over 25 years.

Currently, over 100 credit unions of various asset sizes in California, Nevada and Utah are discovering that the HRD Network provides their HR and Training staff with valuable opportunities to learn together and exchange information with peers. HRD Network members have seen that by having the right support and connections, it has helped them to be better equipped to face their challenges and meet the objectives of their Credit Union.

We encourage you to look at the many benefits that membership with the HRD Network provides, including our local Brown Bag session, conferences, an online Forum, and a membership directory, to name a few. [Click here to learn more about Membership Benefits.](#) If you're new to the HRD Network and would like further information about our services, please contact us at info@hrdnetwork.org and we would be happy to assist you!

**Mark Your Calendars
2011 Regional Conferences
September 2011!**



HRD Network Brown Bags & Trainer's Brown Bags

Southern California

Los Angeles Area

HR Brown Bag

When: Thursday, June 16, 2011

Time: 12:00pm—2:00pm

Where: Los Angeles Police FCU, Van Nuys

Topic: 401(k) compliance & Fiduciary

Contact: Janet Gaspard at LA Police FCU

League (818) 779-3316 or jgaspard@lapfcu.org for more information.

* Meetings held the last Friday of every other month.

Trainer's Brown Bag

When: Friday, July 29, 2011

Time: 11:30 a.m. - 1:30 p.m.

Where: America's Christian Credit Union

Topic: TBD

Contact: Kate McPike at the CA/NV CU

League (800) 472-1702 x6030 or katem@ccul.org for more information.

* Meetings held the last Friday of every other month.

San Diego Area

HR Brown Bag

When: September 2011 (TBD)

Time: 11:30am—1:00pm

Where: TBD

Topic: Hiring and Assessments by Jim Plotkin of The Plotkin Group

Contact: Janet Mainenti at Point Loma CU (858) 268-7216 or jmainenti@plcu.com; or Chay Pathoomvanh at Point Loma CU (858) 268-7217 or cpathoomvanh@plcu.com for more information.

HR Brown Bag

When: November 2011 (TBD)

Time: 11:30am—1:00pm

Where: TBD

Topic: Risk Strategies & Credit Union Self Insured Groups (Worker's Comp) by Fred Cannon

Contact: Janet Mainenti at Point Loma CU (858) 268-7216 or jmainenti@plcu.com; or Chay Pathoomvanh at

Point Loma CU (858) 268-7217 or cpathoomvanh@plcu.com for more information.



Northern California

San Francisco Bay Area

Trainer's Brown Bag

When: Friday, June 17, 2011

Time: 9:30am—12:30PM

Where: Technology Credit Union, San Jose

Topic: 1. Curriculum Design 2. E-Learning

Contact: Rebecca Nixon at San Mateo CU (650) 562-1223 or rnixon@smcu.org for more information.

HR Brown Bag

When: Thursday, June 23, 2011

Time: 9:30am – 12:00pm

Where: San Mateo Credit Union, Redwood City

Topics: **1.** How HR is Critical to Strong Financial Performance **2.** Succession Planning for the 21st Century: Future Trends & Practical Guidelines for Building the Talent Pipeline

Contact: Rebecca Nixon at San Mateo CU (650) 562-1223 or rnixon@smcu.org for more information.

HR Brown Bag

When: Thursday, October 27, 2011

Time: 9:30am – 12:00pm

Where: MacCorkle Insurance Service, Burlingame

Topics: Preparing for 2012: Healthcare & Legal Updates

Contact: Rebecca Nixon at San Mateo CU (650) 562-1223 or rnixon@smcu.org for more information.

Trainer's Brown Bag

When: Friday, December 9, 2011

Time: 9:30am – 12:30pm

Where: First Technology Federal Credit Union, Palo Alto

Topic: 1. Succession Planning & Leadership Development
2. Exploring Assessment Options

Contact: Rebecca Nixon at San Mateo CU (650) 562-1223 or rnixon@smcu.org for more information.

Job Listings & Resumes

HRD Network Members: if you would like information on how to place an ad with the HRD Network InfoExchange, contact **Nanette Dalo** at: (562) 933-0378 * Fax (562) 933-0921 * e-mail: ndalo@ahfcu.org. Please send requests of 200 words of less by the 20th of each month. All members of our Job Placement Service are Equal Opportunity



Branch Supervisor or Assistant Branch Manager

At First Entertainment, (Firstent.org) an \$860M+ California-based credit union, we want a star performer to team up with us in a great opportunity as a **Branch Supervisor or Assistant Branch Manager** with frontline member responsibilities in our Hollywood branch. First Entertainment offers banking services to employees of the entertainment community by being Member Focused, providing Excellence, Integrity and respect, and teamwork-our Core Values. The ideal candidate will have supervisory experience in a financial institution and experience in sales and service.

This role is responsible for assisting the Hollywood Branch Manager in overseeing the daily operations of the branch. Supervises and coordinates activities of workers engaged in assisting members with teller, new accounts or loan transactions.

Specific responsibilities include:

- Assist the Branch Manager with the effective and efficient performance of Branch sales, service and operations.
- Assist the Branch Manager in the effective supervision, coaching, directing, and appraising of staff.
- Supervise work scheduling and workflow on daily operations.
- Ensure operations are conducted in accordance with established policies, procedures and guidelines and within legal and regulatory requirements.
- Supervise and assist with member service functions, cross-selling credit union products and services that meet member needs.
- Implement changes to policies, procedures and guidelines within the Branch.
- Assumes responsibility for the effective and efficient performance of sales and service to members.
- Open and close accounts, certificates and IRAs.
- Assume responsibility for the effective and efficient performance of loan interviews, processing and funding.

We need self-motivated, enthusiastic, and happy people with a positive attitude, who use common sense, work smart, and who take responsibility for their own actions and are accountable as well. We are looking for someone with four (4) years of work-related skills, knowledge and/or experience in a supervisory or financial services representative-type position or progressive experience leading to such a position; supervisory 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 "**SPVRBMHOL-0511-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.



Executive Assistant/Projects

Join the most successful credit union serving the entertainment industry!

First Entertainment Credit Union, an \$860M+ California-based credit union, has over 40 years of continuous growth and financial stability. We have an exciting opportunity for a full-time Executive Assistant/Projects at our headquarters located in Hollywood.

As the Executive Assistant/Projects, you will report directly to our President/CEO. This position will require you to provide exceptional project management and administrative support.

Your primary responsibilities will include:

- Lead and/or support assigned projects to ensure successful completion and outcome.
- Act as liaison with auditors/regulators on behalf of the Credit Union.
- Communicate and ensure timely response to member issues, vendor inquiries, regulator/auditor exceptions and requests, volunteer and employee requests.
- Review audit exception reports, communicate action items to responsible employees, and communicate deadlines.
- Track and monitor progress of audit exceptions to ensure actionable items are completed/cleared in a timely manner.
- Draft applicable procedures and/or policies as requested.
- Responsible for the accurate preparation of reports, presentations, written correspondence, and charts to provide requested information in a timely manner.

Serve as a back-up to perform administrative tasks that support the office of the President/CEO.

Requirements include the following:

- You will need a minimum of two to five years of financial institution experience, credit union experience preferred.
- Education requirement: High school degree or equivalent, two-year college degree or equivalent preferred, or completion of a specialized course of study at a business or trade school.
- Intermediate to advanced MS Office skills required including Word, Excel, PowerPoint, Outlook.
- Excellent communication skills, both orally and written.
- Excellent interpersonal skills as you will interact regularly with internal and external contacts.
- Excellent attention to detail and possess the ability to identify and correct errors in a timely manner.

Excellent time management skills.

First Entertainment Credit Union offers a professional, friendly, and cohesive working environment while offering competitive pay and superior benefits. Benefits include paid sick/vacation time, paid holidays, paid medical, dental, vision, and pharmacy benefits. We also offer a retirement plan with an excellent profit sharing plan, LTD/AD&D, and a rich Life Insurance plan. Log onto our website at www.firstent.org to learn more about First Entertainment.

If you are excited about this opportunity and have what it takes to be successful at First Entertainment Credit Union, email your resume to jobs@firstent.org and include in the subject line "Exec Asst Proj_HRD." Resumes sent via fax should be sent to: (323) 851-2175. Background (criminal and credit) and pre-employment drug screening required. No relocation available and principles only.



Job Description

San Diego County Credit Union, a \$5.0B financial institution, is seeking a **COMPLIANCE OFFICER**.

Responsible for developing and updating the credit union's compliance program to ensure the credit union is in compliance with all applicable regulations. Responsible for coordinating and updating all regulatory and compliance documents for the credit union, as well as assisting with the development of compliance training. The Compliance Officer will be the primary contact and work in conjunction with our external auditing group for enterprise wide compliance coverage. This position will primarily be responsible for lending compliance.

Qualified candidates will meet the following criteria:

Bachelors Degree in Business Administration or related field or equivalent education or work experience.

- **Must have at least 2 years of recent experience performing lending Compliance Officer duties**
 - **Compliance certification from a recognized organization, e.g. NAFCU, CUNA, etc.**
 - **Strong working knowledge of operational and lending compliance issues, as well as regulations within the credit union industry.**
 - Must have the ability and desire to conduct heavy research, and perform interpretive, communication and audit responsibilities.
 - Ability to interpret regulations and laws and disseminate information.
 - Strong written, verbal, analytical, interpersonal and public speaking skills.
 - Well-organized, efficient, and able to prioritize work and meet deadlines.
 - Able to work independently, detail oriented in order to generate accurate and precise work.
- Ability to work with all levels of management and credit union staff.

Salary

Career Level Required	Experienced (Non-Manager)
Experience Required	2+ - 5 Years
Education Required	Professional
Job Type	Employee
Job Status	Full Time

Contact Information

Email: JOBS4U@SDCCU.COM

[060111]

Branch Supervisor

Siskiyou Central Credit Union is looking for an energetic, outgoing, and highly motivated Branch Supervisor with the ability to generate continued growth of our branch office. The Mt Shasta branch is located in Northern California near the Oregon border.



Candidate needs to be knowledgeable, sales-oriented, and a hands-on person with proven staff motivation skills. Strong problem-solving, communication, and training abilities are essential. Must have experience in both lending and operations. Sound judgment and decision making skills a must. The qualified individual will supervise a branch staff of 3-4.

Education: Requires at least a two-year Associates Degree in a related field; however, a college degree is preferred (a combination of experience and education may be substituted In lieu of a degree).

Experience: This job requires a minimum of 3-5 years of credit union experience in a Supervisor/Management role. Qualified individual also needs to be experienced with Microsoft Word and Excel. All qualified candidates should email their resume with salary history to msr@siskiyocu.org.

[050111]



Sales Trainer/Business Development Officer

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, one of the best 401k plans in the Bay Area with liberal vesting and a higher employer contribution rate, competitive salaries, and a comfortable work environment.

Position Title: Sales Trainer/Business Development Officer
Grade: 10
Location: Pleasanton
Reports to: Flora Nafei, SVP, Sales and Business Development

Sales Trainer/Business Development

Position Description:

1st United Services Credit Union delivers outstanding service to members. The credit union is seeking a Sales Trainer to enhance the sales and service skills of our frontline organization. The Sales Trainer will be responsible for training and coaching frontline sales management and staff to improve their consultative sales skills. In addition, this person will train sales management on prospecting, business development and relationship management skills. The trainer will work with the credit union's executive team to establish, build and maintain strategic business relationships with employers in the East Bay.

Qualifications and Experience:

- Demonstrated experience in efficiently and effectively training a frontline, retail financial services sales organization.
- Thorough understanding of banking industry resources, tools and processes.
- Thorough knowledge and understanding of traditional banking products, i.e., real estate loans, consumer loans, consumer and business deposit accounts.
- Thorough understanding and ability to train on new and emerging banking technologies.
- Demonstrated ability to initiate, build and maintain high value business relationships with strategic employers.
- Demonstrated ability to train a sales management team on initiating, building and maintaining high value business relationships.
- Experience with data warehouse, MCIF and CRM systems highly desired.
- Dynamic, effective presenter comfortable presenting to large groups.

Education: Bachelors Degree or Equivalent Experience

Melinda Ericks, SPHR

Vice President, Human Resources and Development

1st United Services Credit Union
5901 Gibraltar Drive
Pleasanton CA 94588
Direct: 925-598-4794
Cell: 925-698-0879
Fax: 925-598-4894

[050111]



Indirect Lending Professional – Defined Term

USC Credit Union is a dynamic, fast-growing credit union near downtown Los Angeles with approximately \$330 million dollars in assets.

We are currently looking searching for an accomplished indirect lending professional to develop and implement an indirect automobile lending program. Candidates for this position must have strong leadership skills and a minimum 5 years supervisory experience in indirect automobile lending, to include dealer recruitment, management and monitoring as well as building and administering all aspects of an indirect processing and servicing infrastructure.

The ideal candidate will have a Bachelor's degree plus five or more years of supervisory experience. Indirect processing experience greatly preferred. Credit Union experience preferred.

For immediate consideration, please email your resume to hr@usccreditunion.org or fax to (213) 821-7203.

Fight On!!!

[060111]



Temporary Collector I

USC Credit Union is a dynamic, fast-growing credit union with approximately \$330 million dollars in assets has an immediate opening for a strong collections professional with a commitment to excellent customer service. This non-exempt position will require two to five years experience in all phases of collections including repossession, liquidation, bankruptcy, legal action (small claims and civil), skip tracing, and monitoring the performance of collection agencies in a financial institution. Candidate must be knowledgeable of all laws governing these areas. Requirements include excellent communications skills, both verbal and written, PC competency including Microsoft Office Suite. This is a full-time position. Minimum qualifications: High school or equivalent and two to five years of experience. Collections experience in a financial institution preferred. Symitar experience preferred, Credit union experience is a plus. Bilingual, Spanish-English speaking candidates preferred.

For immediate consideration, please email your resume to HR@USCCreditUnion.org or fax to (213) 821-7203.

Fight On!!!

[060111]



Caltech Employees Federal Credit Union is seeking a **Vice President, Human Resources**.

Responsibilities:

Provide leadership, strategic planning and administration of all HR functions. Ensure regulatory compliance in HR procedures and activities. Facilitate payroll process. Administer Safe Harbor 401-k plan. Responsible for policies and procedures, benefits, HRIS, employee relations, recruitment, and retention.

Job Requirements:

The VP Human Resources must have the ability to bring immediate credibility to the HR function through solid background, experience, communication style and professional qualifications. Proven leadership, integrity and confidentiality track record. At least 6 years progressive HR management experience, preferably in the financial industry. Experience with ADP's Pay eXpert and ezLabor Manager is preferred. SPHR or PHR certification is desired.

This position reports to the President/CEO. CEFCU has 64 employees, three branch locations and \$1B in assets. We offer a comprehensive salary and benefits package. To learn more about us, visit our website at www.cefcu.org.

E-mail your resume and salary requirements to mhamilton@cefcu.org; fax to 818-952-6404; or mail to:
Human Resources
Caltech Employees Federal Credit Union
528 Foothill Blvd.
La Canada Flintridge, CA 91011

[050111]



Branch Manager, Encino

Join the most successful credit union serving the entertainment industry! Open our newest branch and bring our great financial services to the community of Encino, CA.

First Entertainment Credit Union, a \$825M California-based credit union, has over 40 years of continuous growth and financial stability.

As the **Branch Manager**, you will be the key player to ensuring the successful opening of our newest branch and establishing its designation as the premiere financial institution in Encino. You will report directly to our Vice President, Branches.

Your primary responsibilities will include:

- Providing enthusiastic leadership and guidance to your branch staff while meeting or exceeding branch and individual goals.
- Successfully growing new membership through business development in Encino and the surrounding communities.
- Providing excellent member service both internally and externally, focusing on teamwork.
- Educating members or potential members on products and services while offering comprehensive solutions to meet their needs.
- Ensuring all State, Federal, and internal compliance requirements are met.
- Ensuring operational needs and requirements of the branch are adhered to.

You will need a minimum of five years of branch management experience in a mid-size or larger credit union or bank branch. Business development experience required. Lending experience and/or experience opening a new branch is preferred, but not required. Branch hours will be Monday through Saturday. Though we plan a five day work week, you may at times be required to work six days.

First Entertainment Credit Union offers a professional, friendly, and cohesive working environment while offering competitive pay and superior benefits. Benefits include paid sick/vacation time, paid holidays, paid medical, dental, vision, and pharmacy benefits. We also offer a retirement plan with an excellent profit sharing plan, LTD/AD&D, and a rich Life Insurance plan. Log onto our website at www.firstent.org to learn more about First Entertainment.

If you are excited about this opportunity, email your resume to jobs@firstent.org and include in the subject line "**Branch Manager.**" Resumes sent via fax should be sent to: (323) 851-2175. No relocation available and principles only.

[020111]



Branch Service Specialist (Part-Time)

At First Entertainment, (Firstent.org) an \$825M California-based credit union, we want a star performer to team up with us in a great opportunity as a **Branch Service Specialist** (Part-Time) in our Studio City Branch. We are a member-owned, not-for-profit, cooperative financial institution. First Entertainment offers banking services to members of the entertainment community by being Member Focused, providing Excellence, Integrity and Respect, and Teamwork – our Core Values.

RESPONSIBILITIES:

- Actively identify opportunities and needs to effectively cross-sell products and services that meet member needs.
- Accurately present information and perform tasks associated with opening and closing various account types offered by the credit union.
- Accurately perform monetary and file maintenance transactions, such as deposits, withdrawals, payments, advances, and account record changes.
- Resolve member's requests, inquires, or questions in a timely and professional manner.
- May serve as vault custodian and perform all related tasks as necessary.
- Serve in a dual control capacity for operational tasks to ensure adequate controls are maintained where appropriate; this can be associated with card issuance systems, branch opening and closing, cash counts, and cash and negotiable instrument controls.
- Promptly and accurately complete required reports and records.
- Provide support and oversight to co-workers to meet member service needs.

REQUIREMENTS

- High school graduate or equivalent. Work -related experience or related college experience preferred.
- Cash handling experience is required and experience as a Teller at a full-service financial institution (2-3 years).
- Possess good customer service and sales skills.
- Possess thorough knowledge of regulations applicable to primary responsibilities.
- Able to handle multiple tasks, responsibilities and/or projects.
- Other duties, tasks and assignments as assigned or delegated from time-to-time

If you are excited about this opportunity, please forward your resume and include in the Subject line "BSSSC-PT 11-01" to jobs@firstent.org. The hours per week will be as follows: Monday-Friday 11:30 AM- 4:30PM; and Saturday's 9 AM - 2 PM-please note some flexibility with days and times is required. Background (criminal and credit) and pre-employment drug screening required. No relocation available and principals only.

EOE/M/F/D/V

[020111]

www.hrdnetwork.org

HRD Network
PO Box 910
Redwood City, CA
94064-0910

*Where People
and
Ideas Meet*

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

HRD NETWORK INFORMATION EXCHANGE

The next InfoExchange will be sent out on **July 1st, 2011**. HRD Network Members should submit their job postings a full week before the end of the month. Please send your job posting along with your logo in a JPG file to Nanette Dalo at Allied Healthcare F C U at ndalo@ahfcu.org.



* STIMULATING GROWTH * PROMOTING EDUCATION * SHARING IDEAS * CREATING VALUE *



TIMESHEETS is now an app

By Claudia Shah, CEO

My HR colleagues, I don't know about you, but for me technology moves very fast and with so many apps coming out every day, is hard to keep up.

We have to recognize that our employees are the first ones to get the latest versions of every single app and gadget out in the market. Why wouldn't an app for timesheets be the exception?

Here is why. The Wage and Hour Division of U.S. Department of Labor has a newly designed application for smartphones that provides employees with a timesheet tool to help independently track the hours they work and determine the wages they are owed.

Best of all, is available in English and Spanish and users can track regular work hours, break time, and any overtime hours *for one or more employers*. And that's not all HR savvies, the application even enables the individual employee **to send a copy** of their wage statement directly to the Wage and Hour Division. As the Department of Labor's website clearly states, "(t)his information could prove invaluable during a Wage and Hour Division investigation when an employer has failed to maintain accurate employment records." – Gotcha.

The approach is flawed and can lead to a complaint for underpayment if the employee doesn't have a full understanding of the employer's compensation policies. For example, there can be straightforward discrepancies between the employee's record and the employer's timekeeping system just for clocking in and clocking out. What about rounding time? How would the application address rounding issues? Further, is the employee recording non-compensable time? These differences could lead to unnecessary complaints and misleading allegations.

Is time to revise – again – your Employee Handbook and some other details

- Be sure your time accounting systems are up to date. If you are utilizing a time clock or automatic time recording system, ensure that the system's settings are correct and accurately reflect the company's overtime policies and procedures.
- Employers must also ensure that the workday and workweek are clearly defined in your employee handbook.
- Does your employee timesheet and/or time accounting system include an employee attestation statement that he/she has reviewed their hours and that the time submitted is correct?
- Are your employees aware of their exemption status (paid or unpaid overtime)?

These are just a few of the areas where an employer can mitigate their exposure to spurious claims and allegations.

My advice to you, communicate with your staff that the "official" time and labor tracking will be kept through the company.

If you aren't sure of your timekeeping system and whether your employee handbook and policies and procedures are up to date, this is a perfect time for an HR audit – If you don't have enough in your plate. Or why not, let's come up with our very own "TIMESHEET APP FOR CU EMPLOYEES".

Every time someone comes up with brilliant ideas like this, Do we need an app to keep us ??

*EE Connections is your resource for assisting with any recruiting needs -
temp, temp to hire, direct hire, and executive search.*

Phone: 818.602.4332 email: HR@EECONNECTIONS.com