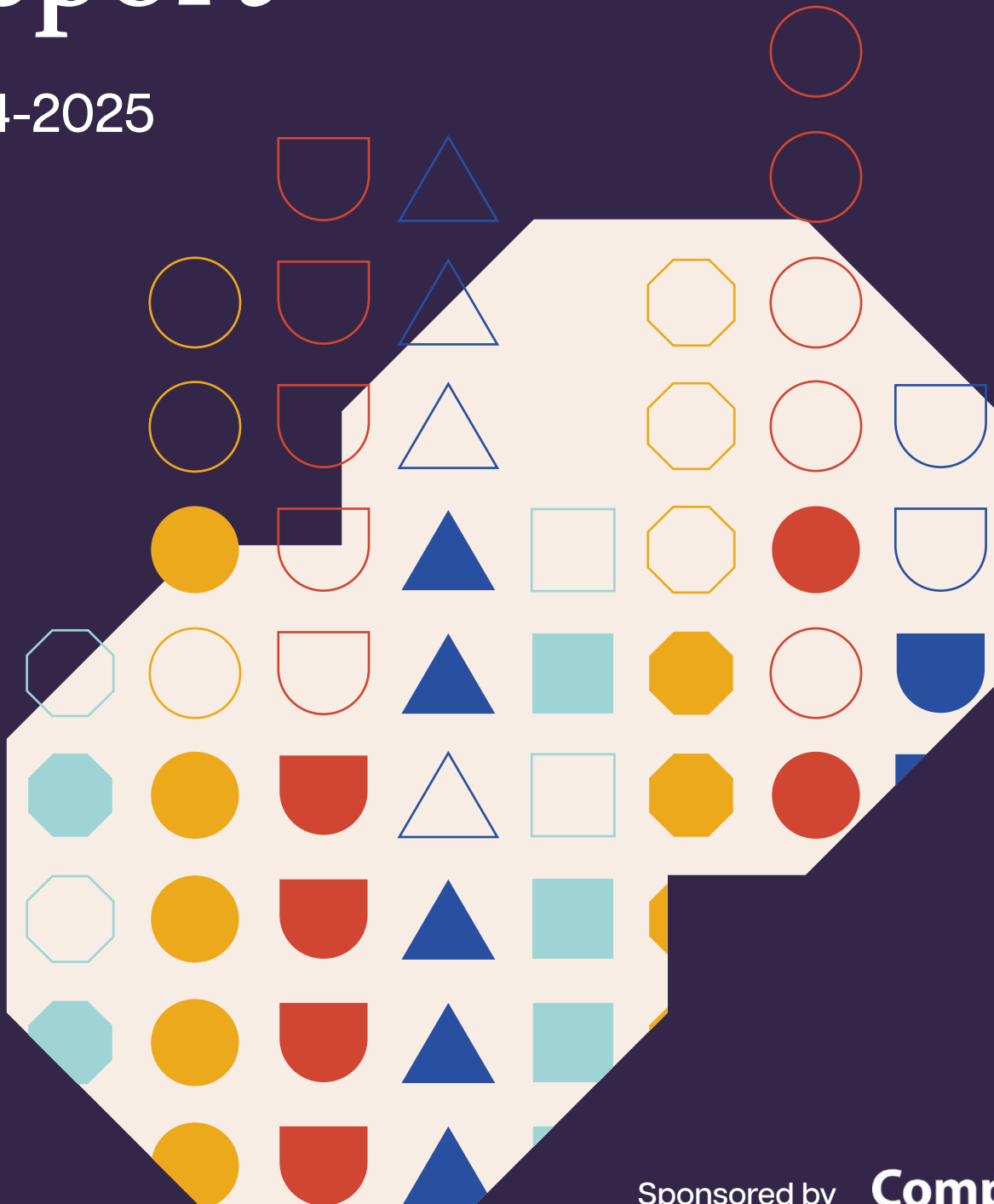




America's  
Credit Unions

# Staff Salary Report

2024-2025



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The 2024-2025 Staff Salary Report (Stock No. STAFF\_SALARY\_PDF\_24-25).

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**For more information:**

➤ **Visit** [cuna.org/compensation](https://cuna.org/compensation)

➤ **Email** [compresources@americascreditunions.org](mailto:compresources@americascreditunions.org)

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# Survey methods, regions, and services

This report summarizes the results of a survey conducted by America’s Credit Unions in Madison, Wis., between February and April 2024.

In February, questionnaires were sent to the Human Resource (HR) professional and/or CEO/manager of 4,197 credit unions with \$1 million or more in assets. An online version of the questionnaire was available as well.

Several follow-up email messages were also sent to nonresponding credit unions, to remind them of their opportunity to participate in the study.

America’s Credit Unions asked credit unions to provide compensation data effective January 1, 2024.

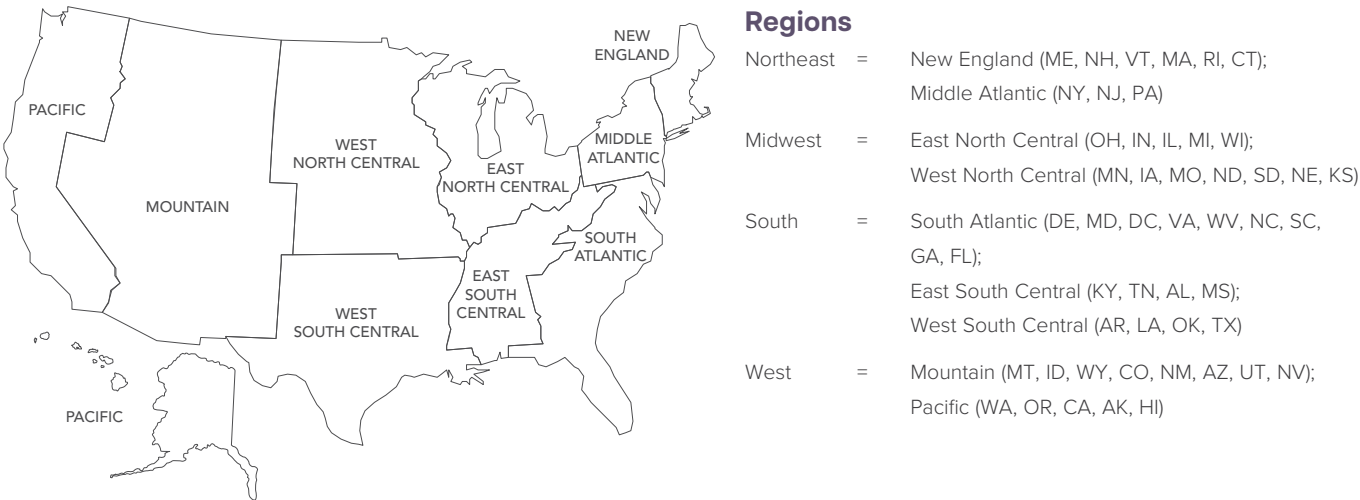
By April 2024, the cutoff date for inclusion in the report, there were a total of 813 survey participants — a 19% response rate.

The data was weighted to adjust for the over- or under-representation of credit unions in any individual asset category.

Weighting is a standard survey analysis procedure designed to increase the reliability of the survey results. It ensures that the results aren’t biased by a specific group of credit unions.

The salary, total variable pay, and total cash compensation data also were weighted by the number of employees in each position.

This weighted average comes closest to estimating the amount earned by the average employee within each job position, rather than what the average credit union pays for that specific job.



In examining the data from responding credit unions, staff identified extreme outliers. If a data point appeared to be an invalid response, it was eliminated from the final data set.

Based on a sample of 813 respondents, the maximum sampling error for the overall percentages is  $\pm 3.0\%$  at a 95% confidence level. That is, in 95 of 100 similar samples, the overall percentages would fall within 3.0 percentage points of those presented in the data tables.

Because the sample was limited to credit unions with \$1 million or more in assets, all references to “credit unions” in the report refer to that universe of credit unions.

Finally, the statistical tables included in the report examine the information by several variables—including, but not limited to—credit union asset size, number of members, U.S. region, and number of services offered.

The U.S. map on the previous page displays the various regions and individual states comprising each one. Please refer to this information to identify in which region your credit union is located, when searching for any “\$ amount by region” or “% by region” breakdowns.

Below is the list of 20 services that comprise the “number of services offered” breakdowns:

- Share drafts/checking
- ATM/debit cards
- Online banking
- Mobile banking
- Online bill payment
- Remote deposit capture
- ACH services
- International remittances
- Insurance products
- Financial planning
- Third-party savings/investments
- Money market accounts
- IRAs
- Certificates/CDs
- Business loans/services
- Indirect auto financing
- Credit cards
- Home equity loans/lines of credit
- First mortgages
- Student loans

# List of participating CUs

## Alabama

Avadian CU  
Baldwin County FCU  
Covington School FCU  
eCO CU  
Family Savings CU  
Family Security CU  
Four Seasons FCU  
Marvel City FCU  
MAX CU  
Mobile Educators CU  
Nucor EFCU  
RiverFall CU  
The Infirmary FCU  
Valley CU  
WinSouth CU

## Alaska

Alaska District Engineers FCU  
Matanuska Valley FCU  
Tongass FCU

## Arizona

Aero FCU  
EM FCU  
First CU  
Landings CU  
Mohave Community FCU  
Rim Country FCU  
TruWest Credit Union

## Arkansas

Southern Gas FCU  
UARK FCU

## California

Antioch Community FCU  
Arrowhead CU  
Bay Federal Credit Union  
Bopti FCU  
Cabrillo Credit Union  
Cal State LA FCU  
CalCom FCU  
California CU  
Chaffey Federal Credit Union  
CoastHills CU  
Community First CU  
Comunidad Latina FCU  
Delta Schools FCU  
Desert Valleys FCU  
Eagle Community CU  
East County Schools FCU  
Employees Choice FCU  
Escondido FCU  
Financial Partners CU  
Firefighters First FCU  
First California FCU  
First US Community CU  
Fontana FCU  
Frontwave CU  
Gain FCU  
Golden 1 Credit Union  
Golden Valley FCU  
High Sierra CU  
Inland Valley FCU  
Kinecta FCU  
Lassen County FCU  
Merced School EFCU  
MERCOCU  
Meriwest CU  
Modestos First FCU  
Monterra CU

MyPoint Credit Union  
Nikkei CU  
North Bay Credit Union  
Northrop Grumman FCU  
Operating Engineers Local Union 3 FCU  
Orange County's Credit Union  
Pacific Postal CU  
Pacific Service CU  
Patelco CU  
Premier America CU  
PremierOne CU  
Rancho FCU  
Redwood CU  
Rolling F Credit Union  
Safe 1 Credit Union  
SAG-AFTRA FCU  
San Joaquin Power ECU  
Santa Barbara County FCU  
Santa Clara County FCU  
SCE Federal Credit Union  
SchoolsFirst FCU  
SESLOC FCU  
Sierra Central CU  
Siskiyou Credit Union  
SkyOne FCU  
Sonoma FCU  
SRI FCU  
Stanford FCU  
Star One Credit Union  
Technicolor FCU  
Technology Credit Union  
Thinkwise CU  
UNCLE CU  
University CU  
Valley Strong Credit Union  
Ventura County CU

## Colorado

Bellco CU  
Colorado CU  
Coloramo FCU  
Co-Ne FCU  
Credit Union of Denver  
Elevations CU  
Fellowship CU  
Fidelis Catholic CU  
Partner Colorado CU  
Pikes Peak CU  
Premier Members Credit Union  
School District 3 FCU  
Sunwest Educational CU  
Westminster FCU  
Yuma County FCU

## Connecticut

Connecticut State ECU Inc  
Franklin Trust FCU  
Kief Protective MBA CU  
New Haven Firefighters CU Inc  
Regional Water Authority ECU Inc  
Riverbank FCU  
St Vincents Medical Center FCU  
Torrington Municipal-Teachers FCU

## Delaware

All4u FCU  
Delaware State Police FCU  
Provident FCU

## District of Columbia

FRB FCU  
IDB Global FCU

## Florida

Addition Financial  
Coastline FCU  
Community Credit Union of Florida  
Community First CU  
Dade County FCU  
ECU Credit Union  
Envision CU  
First Florida Credit Union  
Florida CU  
Gulf Winds CU  
Ithink Financial CU  
JetStream FCU  
Madison Education Assn CU  
McCoy FCU  
Members First CU of Florida  
Miami Postal Service CU  
Priority CU  
RadiFi Credit Union  
Suncoast CU  
Tampa Postal FCU  
Trax CU  
Tropical Financial CU  
Unity of Eatonville FCU  
USF FCU  
We Florida Financial

## Georgia

Altamaha Federal Credit Union  
Coca-Cola FCU  
CRMC ECU  
Delta Community CU  
Georgia United CU  
Georgia's Own CU  
Interstate Unlimited CU  
Lanier FCU  
Marshland Credit Union

Mercy FCU  
My Georgia CU  
Peach State FCU  
Regional Members FCU

## Hawaii

Hawaii Community FCU  
Hawaii County EFCU  
Hawaii Law Enforcement FCU  
Hawaii State FCU  
Honolulu FCU  
Kahuku FCU  
Maui County FCU  
University Of Hawaii FCU  
Valley Isle Community FCU

## Idaho

Beehive Federal Credit Union  
CapEd Credit Union  
Cottonwood Community FCU  
Lookout CU  
Members Preferred CU  
Northwest Christian CU  
P1FCU  
Pioneer FCU  
St Joe Valley CU

## Illinois

AAEC CU  
Acme Continental CU  
Archer Heights CU  
ASH ECU  
Aurora Firefighters CU  
Catholic and Community CU  
Central Illinois CU  
Chicago Firemans Assn CU  
Elite Community CU  
Fieldstone CU

Financial Plus CU  
Harvard Community CU  
IAA CU  
Joliet Firefighters CU  
LinXus CU  
Metro FCU  
Midwest Members CU  
Oak Lawn Municipal ECU  
Paris Hiway CU  
Peoria Hiway CU  
Peoria Postal ECU  
Quincy Postal ECU  
Salem School System CU  
Scott CU  
SIU Credit Union  
State Farm FCU  
Streator Onized CU  
Williamson County Catholic CU

## Indiana

Advance Financial FCU  
Afena FCU  
Central Soya FCU  
Community Spirit CU  
Concora Wabash FCU  
Evansville FCU  
Fire Police City County FCU  
First Trust CU  
Fortress FCU  
Indiana State University FCU  
INOVA FCU  
Interra Credit Union  
Jefferson Community FCU  
Notre Dame FCU  
Partners 1st FCU  
Purdue FCU  
Regional FCU  
Tech CU

Thrive FCU  
Via CU  
Whiting Refinery FCU

## Iowa

Citizens Community CU  
Community 1st CU  
Community Choice CU  
Gas and Electric ECU  
Greater Iowa Credit Union  
Linn Area Credit Union  
North Iowa Community CU  
North Western ECU  
Polk County CU  
River Community CU  
Telco Triad Community CU  
United Credit Union  
Veridian CU

## Kansas

Central Kansas Education CU  
Cooperative CU  
Credit Union of America  
Credit Union of Dodge City  
Eagle FCU  
Kansas Blue Cross Blue Shield CU  
Mainstreet CU  
Morton CU  
Reliance CU  
Topeka Police CU  
Wheat State Credit Union  
White Eagle CU

## Kentucky

About Credit Union  
Commonwealth CU  
Cove FCU  
KUE FCU  
L and N FCU

Morehead Community FCU  
MSD FCU  
Service One Credit Union  
Signet FCU  
Transcend CU

## Louisiana

Baton Rouge Telco FCU  
Calcasieu Parish EFCU  
Calcasieu Teachers & ECU  
Campus FCU  
CF LA CU  
CSE FCU  
District 58 FCU  
First Pioneers FCU  
First Street FCU  
Geismar Complex FCU  
Greater New Orleans FCU  
Internal Revenue FCU  
Kraftman FCU  
Louisiana Catholic FCU  
Pelican State CU  
Post Office ECU  
Riverland FCU  
Southwest Louisiana CU  
Valex FCU

## Maine

Central Maine FCU  
Five County CU

## Maryland

Andrews FCU  
Cedar Point FCU  
Educational Systems FCU  
HAR-CO CU  
Masters Mates and Pilots FCU  
US Postal Service FCU  
WSSC FCU



## Massachusetts

Alden CU  
Central One FCU  
Digital Federal Credit Union  
Jeanne D'Arc CU  
Leominster Employees FCU  
Manchester FCU  
Massachusetts Family CU  
Middlesex Essex Postal EFCU  
MyCom FCU  
NESC FCU  
SCU Credit Union  
Shrewsbury FCU  
SouthCoast FCU  
St Jean's CU  
UMassFive College FCU

## Michigan

4Front Credit Union  
Advantage One CU  
Advia Credit Union  
Astera CU  
Awakon FCU  
Bloom CU  
Breakwater Federal Credit Union  
Catholic Vantage Financial  
Christian Financial Credit Union  
Community First Federal Credit Union  
Community West CU  
Compass CU  
Consumers CU  
COPOCO Community CU  
Diversified Members CU  
Dort Financial Credit Union  
Family Financial CU  
Financial Plus CU  
FinancialEdge CU

Frankenmuth CU  
FreeStar Financial CU  
Genisys CU  
HarborLight Credit Union  
Honor CU  
Isabella Community Credit Union  
Kellogg Community CU  
Limestone FCU  
Members First CU  
Michigan One Community CU  
Michigan Schools & Government CU  
Michigan State University FCU  
Monroe Community CU  
North Central Area CU  
Northern Lights Community FCU  
Northland Area FCU  
OUR Credit Union  
Peninsula FCU  
PFCU  
Preferred CU  
Service 1 FCU  
Settlers FCU  
South Central CU  
Sovita Credit Union  
Straits Area FCU  
TBA CU  
TLC Community CU  
United Bay Community CU  
United FCU  
United Financial CU  
University of Michigan CU  
Vibe CU  
Walled Lake School FCU  
Wildfire CU

## Minnesota

Building Trades CU  
City & County Credit Union  
Co-Op CU Of Montevideo  
Embarrass Vermillion FCU  
Federated ECU  
Greater Community CU  
Home Town FCU  
Latvian CU  
Mayo EFCU  
Mid Minnesota FCU  
MN Catholic CU  
North Shore FCU  
North Star Credit Union  
Northern States Power St Paul CU  
Northwoods CU  
Red Wing CU  
United ECU  
Virginia Coop CU  
Wakota FCU

## Mississippi

HealthPlus FCU  
Hope FCU  
Keesler FCU  
Mississippi Central FCU  
Mutual CU  
Northeast Mississippi FCU  
Sunbelt FCU

## Missouri

Alliance CU  
Assemblies of God CU  
BluCurrent CU  
First Community CU  
Goetz CU  
Great Plains Federal Credit Union

JC Federal ECU

Joplin Metro CU

Legacy CU

Lutheran FCU

Metro Credit Union

MO Electric Cooperatives ECU

Multipli CU

R-G Federal Credit Union

St Louis Policemens CU

TelComm CU

West Community CU

## Montana

Altana FCU

Badlands FCU

Billings FCU

Butte Community FCU

Clearwater CU

Montana Educators CU

Park Side CU

Tricounty FCU

Valley CU

## Nebraska

Box Butte Public EFCU

Cobalt CU

First Nebraska CU

LincOne FCU

Meadow Grove FCU

Midwest Liberty FCU

Nebraska Energy FCU

Nebraska State ECU

North Platte Union Pacific ECU

Northeast Nebraska FCU

Omaha Douglas FCU

Omaha Police FCU

Omaha Public Power District EFCU

Siouxland FCU

Trius FCU

## Nevada

Boulder Dam CU

Financial Horizons CU

Greater Nevada CU

Pahranagat Valley FCU

## New Hampshire

Granite State CU

HRCU

Members First CU of NH

St Mary's Bank CU

Triangle CU

## New Jersey

Credit Union of New Jersey

Deepwater Industries FCU

Garden Savings FCU

IRCO Community FCU

Manville Area FCU

Mercer Co NJ Teachers FCU

Merck EFCU

## New Mexico

Guadalupe CU

Kirtland FCU

Otero FCU

U-1st Community FCU

ZIA CU

## New York

Adirondack Regional FCU

Alliance Niagara FCU

Alternatives FCU

Amherst FCU

Boulevard FCU

Buffalo Metropolitan FCU

Chen-Del-O FCU

Cobblestone Country FCU

Corning FCU

Coxsackie Correctional EFCU

Dannemora FCU

Encompass Niagara FCU

Financial Trust FCU

Finger Lakes Health Care FCU

First New York FCU

Genesee Co-Op FCU

GHS FCU

Good Neighbors FCU

GPO FCU

Griffith Institute EFCU

Hudson River Community CU

Hudson Valley CU

Inner Lakes FCU

IREB FCU

LeRoy FCU

Lockport Schools FCU

MONEY FCU

Nassau Financial FCU

Rome FCU

SeaComm FCU

Self Reliance NY FCU

St Josephs Parish FCU

Sweet Home FCU

TCT FCU

TEG FCU

The Summit FCU

Tonawanda Valley FCU

Ulster Federal Credit Union

Upstate Telco FCU

Visions FCU

Western Division FCU

Western New York FCU

## North Carolina

Acclaim FCU  
Blue Flame CU  
Carolina FCU  
CS Credit Union  
Fort Liberty FCU  
Local Government FCU  
Members Credit Union  
Mountain CU  
Piedmont Advantage CU  
TCP Credit Union  
Telco CU  
Texas Gulf Carolina ECU  
Truliant FCU  
Vision Financial FCU

## North Dakota

Fargo Public Schools FCU  
Northern States Power Co EFCU  
Vue Community CU

## Ohio

Acme FCU  
Atomic CU Inc  
Brewster FCU  
Bridge Credit Union Inc  
Buckeye State CU  
Century FCU  
Cincinnati Healthcare Associates FCU  
Cleveland Police CU Inc  
CODE Credit Union  
Commodore Perry FCU  
Community One CU Inc  
DAY AIR CU Inc  
Desco FCU  
Education First CU Inc  
Emerald CU

Falls Catholic CU Inc  
Firefighters Community CU Inc  
Firelands FCU  
Genesis Employees CU  
Glass City FCU  
Kyger Creek CU Inc  
Latvian Cleveland CU  
LorMet Community FCU  
Minerva Area Federal Credit Union  
Ohio Catholic FCU  
Ohio Valley Community FCU  
OUCU Financial  
PSE CU Inc  
Quest FCU  
Sharefax CU Inc  
Sun Federal Credit Union  
Towpath CU  
Universal 1 Credit Union  
Whitewater Community CU  
Your Legacy FCU

## Oklahoma

Allegiance CU  
Arbuckle FCU  
Bison FCU  
Fort Sill FCU  
OK Members First FCU  
Red Crown FCU  
The FOCUS FCU  
Tinker FCU  
Truity Credit Union  
Western Sun FCU  
WeStreet FCU

## Oregon

Cascade Community FCU  
Mid Oregon FCU  
Northwest Adventist FCU

Oregon Community CU  
Pacific Crest FCU

## Pennsylvania

American Heritage FCU  
ARC FCU  
AVH FCU  
Belco Community Credit Union  
CHROME FCU  
Colfax Power Plant Employees FCU  
Corner Post FCU  
Corry Jamestown CU  
Cross Valley FCU  
Discovery FCU  
Erie City Emp FCU  
First Area FCU  
Freedom CU  
Glass Cap FCU  
Glatco CU  
Ingersoll-Rand FCU  
Morrisons Cove 1st FCU  
PACE Resources FCU  
Penn State FCU  
Penn-Trafford School Employees FCU  
People First FCU  
PSECU  
Sarco Federal Credit Union  
Spirit Financial CU  
Tendto Credit Union  
Top Tier Federal Credit Union  
U F C W Local 1776 FCU  
UFCW Community FCU  
USSCO Johnstown FCU  
WEST-AIRCOMM FCU  
Westmoreland Water FCU  
Your Choice FCU

## **Puerto Rico**

Caribe FCU

## **Rhode Island**

Blackstone River FCU

Greenwood CU

The Peoples CU

## **South Carolina**

Columbia Post Office CU

Greenville Heritage FCU

MTC FCU

SAFE FCU

Secured Advantage FCU

SPC CU

Spero Financial FCU

SRP FCU

Upstate FCU

VITAL FCU

## **South Dakota**

AREA FCU

Bluestone FCU

Consumers FCU

Coteau Valley FCU

Dakota Rail Line FCU

Dakotaland FCU

Fort Randall FCU

Highmark FCU

Huron Area Education FCU

Levo FCU

OAHE FCU

Service First FCU

## **Tennessee**

Alcoa Municipal EFCU

Alcoa Tenn FCU

Appalachian Community FCU

Appliance CU

Chattanooga Federal Empl CU

CN/IC ECU

Cornerstone Financial CU

ETMA FCU

Family Advantage FCU

Fortera Credit Union

Greater Eastern CU

HealthNet FCU

Heritage South Community CU

Knoxville TVA ECU

MPD Community CU

ORNL FCU

Southeast Financial CU

Tennessee ECU

Tennessee Valley FCU

TNConnect CU

TSU FCU

United Southeast FCU

Upper Cumberland FCU

## **Texas**

4U Credit Union

Alliance CU

Amplify CU

Andrews School FCU

Brazos Community CU

Brazos Valley Schools CU

Centex Citizens CU

Central Texas Teachers CU

Cochran Cnty Schools FCU

Common Cents CU

Communities of Abilene FCU

Corner Stone CU

Cy Fair FCU

DATCU

DuGood FCU

East Texas Professional CU

Fannin FCU

First Community CU

First Priority CU

Firstmark Credit Union

Fort Worth City CU

Fort Worth Community CU

GECU Federal Credit Union

Gulf Coast Educators FCU

Gulf CU

Heritage USA FCU

Houston Police FCU

Houston Texas Fire Fighters FCU

InTouch Credit Union

Local 24 EFCU

MCT CU

Members First CU

MemberSource Credit Union

Memorial CU

Mid-Tex FCU

My Community CU

NCE CU

Neighborhood CU

One Source FCU

Port Terminal FCU

Resource One CU

Sabine FCU

Santa Fe FCU

Service 1st CU

Shell FCU

South Texas FCU

Southland FCU

Southwest Airlines FCU

Space City CU

Star of Texas CU

Tarrant County's CU  
Texas Assn of Professionals FCU  
Texas DPS CU  
Texas Tech FCU  
Union Pacific ECU  
United Credit Union  
Wellby  
Yoakum County FCU

### US Virgin Islands

Frederiksted FCU

### Utah

Alpine CU  
American United FCU  
CUP FCU  
Cyprus FCU  
Desert Rivers CU  
Elevate Credit Union  
Freedom Credit Union  
San Juan CU  
UFirst Credit Union  
Utah First FCU  
Varex FCU  
Wasatch Peaks CU

### Vermont

Members 1st CU  
New England FCU  
NorthCountry FCU  
One Credit Union  
Vermont FCU

### Virginia

Baylands Family CU  
BayPort CU  
Beach Municipal FCU  
Call FCU

Chartway FCU  
Glamorgan EFCU  
Loudoun CU  
Member One FCU  
Topside FCU  
University of Virginia Community CU

### Washington

Avista Corp Credit Union  
Blue Mountain CU  
Cascade FCU  
Columbia Credit Union  
Express CU  
Fibre FCU  
MountainCrest CU  
Sno Falls CU  
Spokane Media FCU  
Utility Employees Federal Credit Union  
Waterfront FCU  
WCLA Credit Union  
WestEdge FCU

### West Virginia

CAMC Federal Credit Union  
CAPE Federal Credit Union  
Members Choice WV FCU  
Peoples FCU  
Pioneer Appalachia FCU  
WEE FCU  
West Virginia FCU  
WVU Employees Federal Credit Union

### Wisconsin

1st Class Express CU  
1st Community Credit Union  
Appletree Credit Union  
Arcadia Credit Union  
Athens Area Credit Union

Badger Globe Credit Union  
Bay Shore Credit Union  
Brantwood Credit Union  
Brewery Credit Union  
Brokaw CU  
Capital Credit Union  
Cloverbelt Credit Union  
Community First CU  
Compassionate Care CU  
Connexus CU  
Co-op Credit Union  
County City Credit Union  
CoVantage CU  
Empower CU  
Evergreen Credit Union  
First Choice Credit Union  
Fond Du Lac Credit Union  
Fort Community Credit Union  
Fox Communities CU  
Glacier Hills Credit Union  
Gundersen CU  
Health Care Credit Union  
Heartland CU  
Holy Family Memorial CU  
Kenosha Police and Firemen CU  
Kohler Credit Union  
Madison Credit Union  
Marshfield Medical Center CU  
MCU Financial Center - Credit Union  
Meadowland CU  
NEW Credit Union  
Northwestern Mutual Credit Union  
Northwoods Community CU  
Oakdale Credit Union  
Oshkosh Community Credit Union  
Oshkosh Postal Employees  
Credit Union

PCM Credit Union  
Premier Financial CU  
Public Service Credit Union  
Royal Credit Union  
School Employees Credit Union  
Sentry Credit Union  
Service Credit Union  
Sheboygan Area Credit Union  
Shoreline Credit Union  
Simplicity Credit Union

Southern Lakes Credit Union  
Taylor Credit Union  
Tomah Area Credit Union  
Unison CU  
UnitedOne Credit Union  
WEA CU  
Westby Credit Union  
Westconsin Credit Union  
Wisconsin Latvian Credit Union Inc  
Wisconsin Medical Credit Union

## Wyoming

Atlantic City FCU  
CITCO FCU  
Western Vista FCU

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Information systems/technology		Accounting & finance	
SVP/VP of IT	374	SVP/VP of Finance	515
IT Manager/Supervisor	379	Accounting VP	520
Systems Analyst	384	Accounting Manager/Supervisor	525
Programmer	389	Investments VP	531
Network Administrator	394	Investments Manager	535
Technology Specialist	399	Accountant	540
Web Administrator	404	Accounting Clerk	545
Data Entry Specialist	409		
Marketing		Branch operations & call center	
SVP/VP of Marketing	414	Branch Operations VP	550
Marketing Manager/Supervisor	419	Branch Manager II	555
Business Development Manager	424	Branch Manager I	560
Marketing Specialist	429	Assistant Branch Manager II	565
Marketing/Communications Coordinator	434	Assistant Branch Manager I	570
Marketing Assistant	439	Call Center VP	575
Business Development Representative	444	Call Center Manager/Supervisor	580
		Call Center Representative II/Sr.	585
		Call Center Representative I	590
Human resources		Part-time hourly wages	
SVP/VP of Human Resources	449	Part-Time President/CEO/Manager	595
Diversity/Inclusion VP/Director	454	Part-Time EVP	598
Human Resources Manager/Supervisor	460	Part-Time "Universal Employee"	601
Training Director	465	Part-Time Teller	604
Human Resources Assistant/Specialist	470	Part-Time Member services representative	607
Training Coordinator/Specialist	475	Part-Time Call Center Representative	610
Payroll Coordinator/Administrator	480	Part-Time Accountant	613
Benefits Coordinator/Specialist	485	Part-Time Loan Officer	616
		Part-Time Loan Processor/Clerk	619
Legal & audit			
Internal Audit VP	490		
Internal Audit Manager/Supervisor	495		
Internal Auditor	500		
Compliance Officer	505		
Risk Management Officer/Specialist	510		



## COLLECTION CLERK

### ***Reports to: Collections VP/Manager***

**Position Purpose:** Provide clerical assistance to the Collection Department. Answer phones, process correspondence, and maintain accurate files. Contact member to determine the reason for the past-due condition of a loan. Make recommendations on actions that should be taken if loan collateral is in jeopardy, reporting to the supervisor.

### **Job Responsibilities**

- Process all correspondence for collections department, ensuring accuracy of work. Create form letters, type labels, and provide general administrative support.
- Analyze accounts to identify next steps (i.e. account types, amount owed, credit score, collateral value, etc.)
- Maintain collection files according to department procedures.
- Input data into the credit union's collection system, and generate reports as requested.
- Respond to telephone calls regarding payment notices and delinquent accounts.
- Supervise mailing of payment notices, ensuring that credit union errors are detected promptly and corrected.
- Provide members with a complete explanation of the loan's status as requested.
- Follow up on delinquent loans and make calls for interest, partial, or full payment.
- Maintain a detailed written record of all communications made regarding the delinquency.
- Receive and write receipts for mail payments directed to the department and route to teller.
- Prepare information needed or required by collection agency, and post receipts from collection agency.
- Correspond with attorneys regarding accounts that have been sent out for legal.

**Table 50 - 1**  
**Salaries**  
**Collection Clerk**

		N	average	25th percentile	median	75th percentile	90th percentile
Overall		135	\$46,880	\$42,360	\$46,090	\$50,990	\$55,000
By credit union asset size	\$1M to \$2M	0					
	\$2M to \$5M	0					
	\$5M to \$10M	0					
	\$10M to \$20M	2	*	*	*	*	*
	\$20M to \$50M	7	\$46,490	\$35,390	\$46,090	\$56,330	*
	\$50M to \$100M	12	\$41,190	\$35,460	\$41,620	\$48,130	\$50,000
	\$100M to \$200M	24	\$43,260	\$39,590	\$43,120	\$45,640	\$53,190
	\$200M to \$500M	31	\$44,220	\$40,190	\$42,990	\$46,240	\$52,260
	\$500M to \$1B	21	\$45,410	\$41,890	\$45,090	\$50,090	\$54,550
	\$1B to \$3B	25	\$47,580	\$43,350	\$46,090	\$54,250	\$55,000
	\$3B or more	13	\$50,060	\$45,920	\$49,950	\$52,720	\$57,610
By region	New England	7	\$50,140	\$46,990	\$51,290	\$51,300	\$61,510
	Middle Atlantic	7	\$45,870	\$45,920	\$45,920	\$45,920	\$51,170
	East North Central	36	\$45,290	\$41,790	\$45,230	\$48,020	\$54,430
	West North Central	13	\$48,070	\$43,850	\$47,710	\$52,800	\$56,740
	South Atlantic	15	\$44,080	\$41,950	\$43,800	\$46,570	\$49,580
	East South Central	10	\$40,560	\$36,340	\$42,300	\$43,100	\$44,790
	West South Central	17	\$42,320	\$39,770	\$42,220	\$46,150	\$50,000
	Mountain	11	\$44,850	\$38,610	\$44,920	\$46,090	\$54,540
	Pacific	18	\$53,690	\$49,950	\$53,020	\$56,730	\$59,490
By number of full-time employees	1	0					
	2 - 4	1	*	*	*	*	*
	5 - 9	3	*	*	*	*	*
	10 - 49	40	\$44,560	\$38,700	\$43,460	\$49,190	\$55,870
	50 - 99	31	\$43,720	\$40,000	\$43,140	\$46,330	\$52,990
	100 or more	60	\$48,120	\$44,310	\$48,020	\$51,300	\$55,000
By number of services offered	1 - 2	0					
	3 - 4	0					
	5 - 6	0					
	7 - 8	1	*	*	*	*	*
	9 - 10	3	*	*	*	*	*
	11 - 12	5	\$47,550	\$48,020	\$48,020	\$48,020	*
	13 - 20	126	\$46,870	\$42,250	\$45,920	\$51,200	\$55,000
By amount of loans outstanding	\$500,000 to \$2M	0					
	\$2M to \$5M	0					
	\$5M to \$20M	6	*	*	*	*	*
	\$20M to \$50M	17	\$40,410	\$34,900	\$39,220	\$45,540	\$50,000
	\$50M to \$100M	11	\$43,270	\$40,000	\$42,080	\$48,480	\$55,710
	\$100M to \$200M	25	\$44,260	\$41,710	\$43,240	\$45,920	\$52,100
	\$200M or more	77	\$47,870	\$43,810	\$48,020	\$51,300	\$55,000
By number of members	1 - 999	0					
	1,000 - 1,999	0					
	2,000 - 4,999	12	\$45,140	\$32,290	\$47,240	\$50,000	*
	5,000 - 9,999	13	\$39,870	\$34,770	\$38,070	\$45,820	\$51,470
	10,000 - 19,999	31	\$44,190	\$40,000	\$43,140	\$45,810	\$52,310
	20,000 - 39,999	24	\$43,420	\$40,190	\$42,370	\$45,730	\$50,950
	40,000 - 49,999	9	\$45,140	\$43,130	\$44,990	\$49,570	\$51,170
	50,000 - 59,999	0					
	60,000 or more	43	\$48,980	\$45,290	\$48,020	\$52,720	\$55,190
Number of branch offices	1	11	\$45,300	\$37,460	\$47,330	\$52,170	\$56,050
	2	7	\$46,630	\$43,410	\$47,590	\$49,070	*
	3	18	\$43,160	\$35,230	\$43,080	\$46,490	\$65,180
	4	15	\$44,880	\$41,930	\$44,880	\$45,680	\$52,310
	5 or more	84	\$47,400	\$43,180	\$47,210	\$51,200	\$55,000

\* Insufficient data

**Table 50 - 2**  
**Incentives and Bonuses**  
**Collection Clerk**

		N	% paid incentive and/or bonus	N	average incentive/ bonus
Overall		131	84%	100	\$5,190
By credit union asset size	\$1M to \$2M	0		0	
	\$2M to \$5M	0		0	
	\$5M to \$10M	0		0	
	\$10M to \$20M	2	0%	0	
	\$20M to \$50M	7	80%	6	*
	\$50M to \$100M	12	85%	10	\$2,410
	\$100M to \$200M	22	89%	19	\$2,320
	\$200M to \$500M	30	80%	23	\$2,880
	\$500M to \$1B	20	71%	14	\$2,780
	\$1B to \$3B	24	88%	18	\$2,060
	\$3B or more	13	88%	10	\$11,330
By region	New England	7	87%	6	\$2,130
	Middle Atlantic	7	100%	7	\$30,430
	East North Central	36	89%	28	\$2,160
	West North Central	13	66%	10	\$2,120
	South Atlantic	13	73%	8	\$4,220
	East South Central	10	79%	8	\$3,290
	West South Central	16	89%	15	\$2,460
	Mountain	11	71%	8	\$1,770
	Pacific	17	82%	10	\$1,900
By number of full-time employees	1	0		0	
	2 - 4	1	100%	1	*
	5 - 9	3	43%	1	*
	10 - 49	38	85%	32	\$2,330
	50 - 99	30	82%	24	\$2,650
	100 or more	58	84%	41	\$6,390
By number of services offered	1 - 2	0		0	
	3 - 4	0		0	
	5 - 6	0		0	
	7 - 8	1	100%	1	*
	9 - 10	3	0%	0	
	11 - 12	5	98%	4	*
	13 - 20	122	83%	95	\$5,230
By amount of loans outstanding	\$500,000 to \$2M	0		0	
	\$2M to \$5M	0		0	
	\$5M to \$20M	6	43%	3	*
	\$20M to \$50M	17	90%	15	\$1,910
	\$50M to \$100M	9	70%	6	\$1,670
	\$100M to \$200M	25	84%	20	\$2,880
	\$200M or more	74	85%	56	\$5,950
By number of members	1 - 999	0		0	
	1,000 - 1,999	0		0	
	2,000 - 4,999	11	63%	7	\$1,760
	5,000 - 9,999	13	86%	11	\$2,620
	10,000 - 19,999	30	86%	25	\$2,710
	20,000 - 39,999	24	75%	18	\$2,380
	40,000 - 49,999	7	48%	4	\$1,700
	50,000 - 59,999	0		0	
	60,000 or more	41	88%	32	\$6,840
Number of branch offices	1	10	66%	6	\$1,660
	2	7	90%	6	\$4,280
	3	18	85%	15	\$1,890
	4	14	80%	12	\$2,240
	5 or more	82	85%	60	\$5,890

\* Insufficient data

NOTE: Incentives/bonuses are limited to credit unions actually reporting incentive/bonus payments were made.

**Table 50 - 3**  
**Total Cash Compensation**  
**Collection Clerk**

		N	average	25th percentile	median	75th percentile	90th percentile
Overall		135	\$50,690	\$44,680	\$48,020	\$53,890	\$62,090
By credit union asset size	\$1M to \$2M	0					
	\$2M to \$5M	0					
	\$5M to \$10M	0					
	\$10M to \$20M	2	*	*	*	*	*
	\$20M to \$50M	7	\$48,130	\$36,480	\$46,440	\$59,490	*
	\$50M to \$100M	12	\$43,230	\$35,760	\$42,920	\$48,800	\$58,090
	\$100M to \$200M	24	\$45,200	\$41,500	\$44,840	\$48,860	\$55,090
	\$200M to \$500M	31	\$46,380	\$42,280	\$45,820	\$48,840	\$53,680
	\$500M to \$1B	21	\$47,110	\$43,060	\$47,400	\$50,850	\$55,860
	\$1B to \$3B	25	\$49,300	\$45,010	\$48,260	\$55,890	\$58,410
	\$3B or more	13	\$57,760	\$48,020	\$51,200	\$59,720	\$90,710
By region	New England	7	\$52,000	\$47,000	\$53,460	\$53,460	\$63,410
	Middle Atlantic	7	\$75,020	\$50,340	\$90,710	\$90,710	\$90,710
	East North Central	36	\$46,730	\$43,410	\$47,440	\$48,570	\$56,700
	West North Central	13	\$49,480	\$45,510	\$49,820	\$54,860	\$58,570
	South Atlantic	15	\$46,530	\$42,430	\$47,830	\$50,850	\$53,300
	East South Central	10	\$43,150	\$36,720	\$45,870	\$46,880	\$47,460
	West South Central	17	\$44,460	\$41,500	\$43,930	\$50,470	\$55,870
	Mountain	11	\$46,120	\$39,270	\$45,360	\$50,520	\$57,540
	Pacific	18	\$55,130	\$50,740	\$54,750	\$58,440	\$62,610
By number of full-time employees	1	0					
	2 - 4	1	*	*	*	*	*
	5 - 9	3	*	*	*	*	*
	10 - 49	40	\$46,470	\$41,000	\$45,080	\$50,510	\$62,020
	50 - 99	31	\$45,820	\$41,610	\$45,910	\$48,820	\$53,680
	100 or more	60	\$52,660	\$45,600	\$50,740	\$56,000	\$62,610
By number of services offered	1 - 2	0					
	3 - 4	0					
	5 - 6	0					
	7 - 8	1	*	*	*	*	*
	9 - 10	3	*	*	*	*	*
	11 - 12	5	\$48,720	\$48,020	\$48,020	\$48,140	*
	13 - 20	126	\$51,010	\$44,100	\$48,770	\$55,560	\$62,610
By amount of loans outstanding	\$500,000 to \$2M	0					
	\$2M to \$5M	0					
	\$5M to \$20M	6	*	*	*	*	*
	\$20M to \$50M	17	\$42,120	\$36,360	\$41,390	\$49,130	\$51,610
	\$50M to \$100M	11	\$44,240	\$41,560	\$42,080	\$49,340	\$57,940
	\$100M to \$200M	25	\$46,640	\$43,500	\$46,070	\$48,320	\$54,690
	\$200M or more	77	\$52,170	\$45,370	\$50,490	\$55,870	\$62,610
By number of members	1 - 999	0					
	1,000 - 1,999	0					
	2,000 - 4,999	12	\$46,170	\$34,320	\$47,240	\$54,470	*
	5,000 - 9,999	13	\$42,130	\$36,220	\$40,470	\$46,310	\$61,310
	10,000 - 19,999	31	\$46,470	\$41,520	\$45,320	\$49,040	\$54,750
	20,000 - 39,999	24	\$45,210	\$42,280	\$44,990	\$47,870	\$52,300
	40,000 - 49,999	9	\$45,720	\$43,580	\$46,270	\$49,570	\$51,670
	50,000 - 59,999	0					
	60,000 or more	43	\$54,000	\$46,910	\$50,740	\$56,690	\$62,760
Number of branch offices	1	11	\$46,310	\$37,880	\$47,730	\$52,800	\$60,320
	2	7	\$50,490	\$45,510	\$49,850	\$54,730	*
	3	18	\$44,770	\$36,130	\$44,750	\$48,770	\$67,120
	4	15	\$46,620	\$42,350	\$45,390	\$48,870	\$54,750
	5 or more	84	\$51,660	\$45,310	\$48,870	\$55,560	\$62,610

\* Insufficient data

NOTE: Total compensation mean and percentile calculations include zeroes (\$0) for the incentive/bonus part of the calculation,

if the position did not receive an incentive/bonus payment - this reflects the fact that not all employees in a given position received such payments.

**Table 50 - 4**  
**Salary Ranges**  
**Collection Clerk**

		N	average minimum	average midpoint	average maximum
Overall		89	\$39,030	\$48,540	\$58,060
By credit union asset size	\$1M to \$2M	0			
	\$2M to \$5M	0			
	\$5M to \$10M	0			
	\$10M to \$20M	0			
	\$20M to \$50M	0			
	\$50M to \$100M	5	\$37,380	\$44,010	\$50,650
	\$100M to \$200M	10	\$37,720	\$45,100	\$52,480
	\$200M to \$500M	21	\$37,750	\$47,170	\$56,590
	\$500M to \$1B	18	\$39,440	\$49,310	\$59,180
	\$1B to \$3B	23	\$39,200	\$49,500	\$59,800
	\$3B or more	11	\$42,420	\$53,170	\$63,920

\* Insufficient data

NOTE: Limited to credit unions with established minimums and maximums for the position.