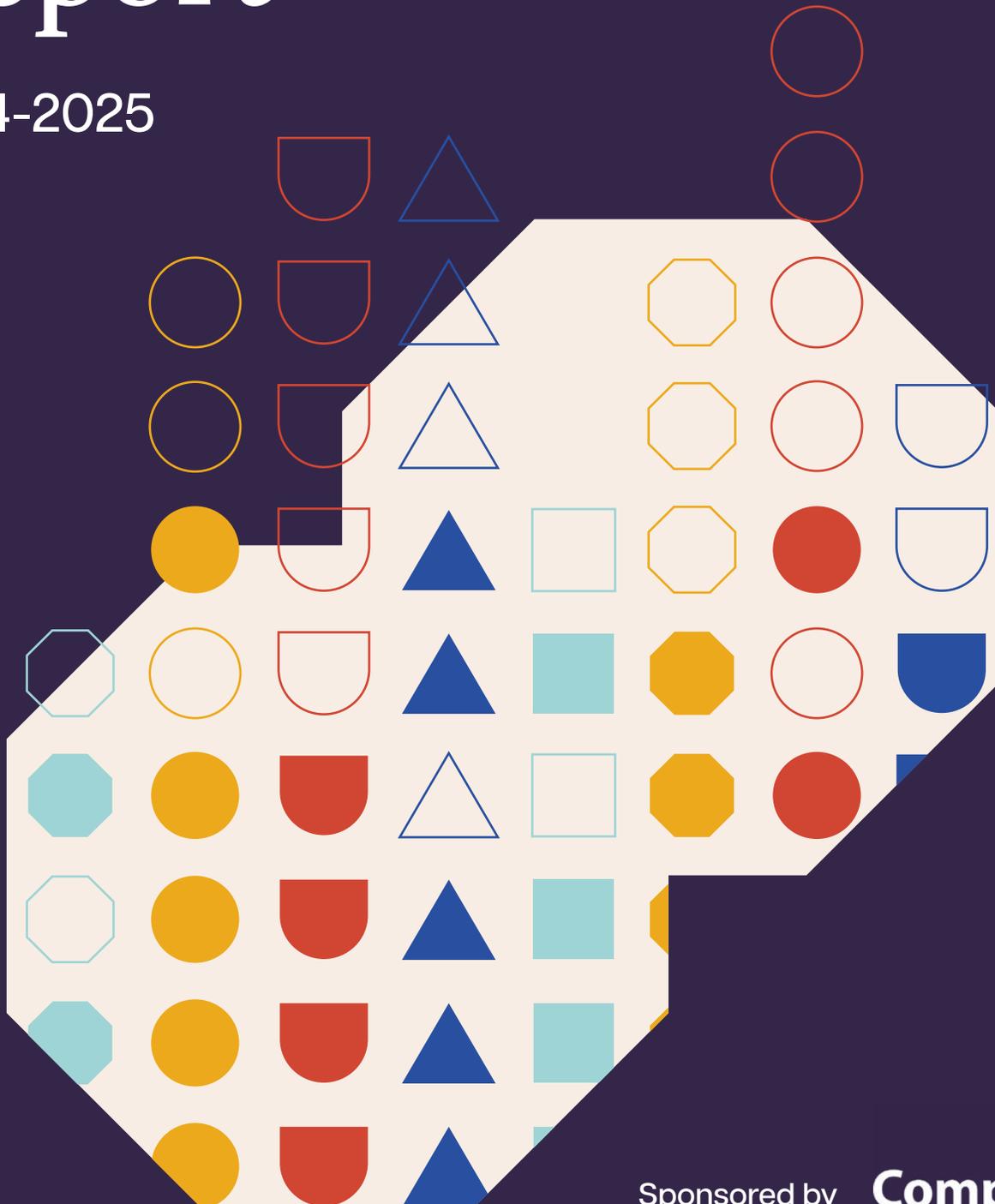




America's
Credit Unions

Staff Salary Report

2024-2025



Sponsored by



The 2024-2025 Staff Salary Report (Stock No. STAFF_SALARY_PDF_24-25).

Prepared by:

Dayna Johnson Schmitt, product manager

For more information:

➤ **Visit** cuna.org/compensation

➤ **Email** compresources@americascreditunions.org

Copyright Infringement Notice — Copyright ©America's Credit Unions 2024 Inc. All rights reserved.

The contents of this report are copyright protected and are considered confidential by Credit Union National Association (CUNA). This report, or any of the data contained in the report, may not be printed, forwarded, shared, reproduced, copied, or otherwise redistributed to anyone or any entity outside of the recipient's own organization.

Any violation of CUNA's rights with respect to this report will cause CUNA irreparable harm and damages will result.

Contents

- Survey Methods, Regions, and Services 5

- List of Participating Credit Unions.....7

- Key Findings16

- Base Salaries and Variable Pay.....21

- How to Use the Data Tables,
Including Definitions of Terms.....31

- List of Data Tables/Job Descriptions 34

- Geographic Salary Multiplier 36

- Data Tables/Job Descriptions 95

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 non-responding 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.

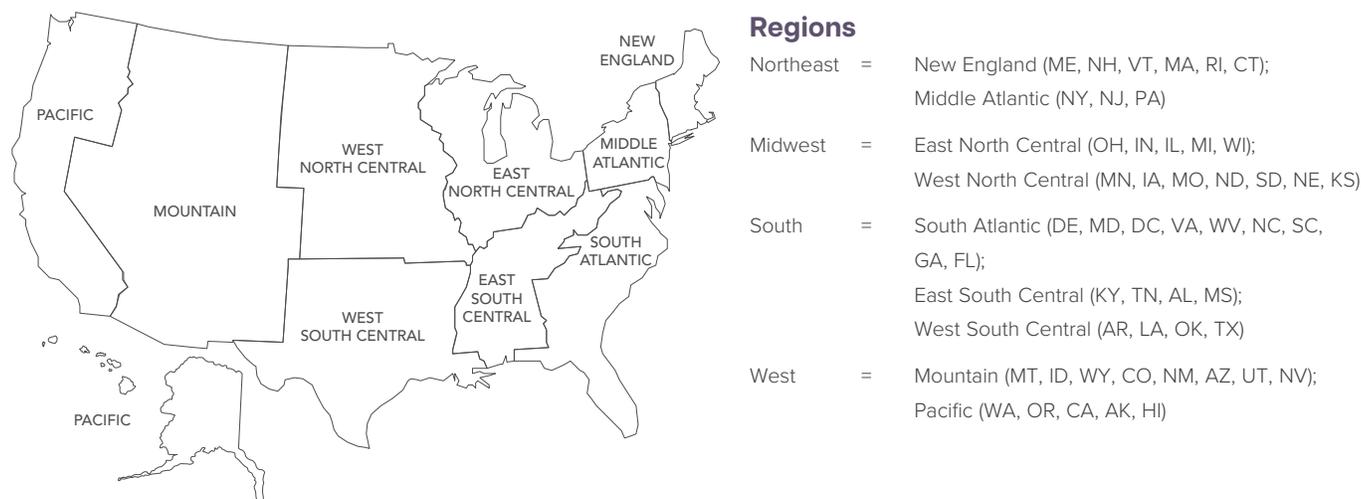
By April 2024, the cutoff date for inclusion in the report, there were a total of 813 survey participants — a 19% response rate.

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
Morrison's 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

List of data tables and job descriptions

Executive summary		General Office Clerk	234
Compensation and Staffing Trends	60	IRA/Certificate Specialist	239
President/CEO/manager		Financial Planner	244
President/CEO/Manager	95	Small-Credit Union Generalist Position	249
Executive management		Lending/collections	
Executive VP or Assistant Manager	101	SVP/VP of Lending	254
Chief Operations Officer	107	Consumer Loan VP/Manager	259
Chief Lending Officer	113	Mortgage Loan VP/Manager	264
Chief Information Officer	119	Member Business Loan VP/Manager	269
Chief Marketing Officer	125	Dealer Direct Manager	274
Chief Human Resources Officer	131	Collections VP/Manager	279
Chief Financial Officer	136	Loan Officer II/Sr.	284
Support/member services		Loan Officer I	289
SVP/VP Operations	143	Loan Processor	294
Member Services VP	148	Loan Clerk	299
Teller Manager/Supervisor	151	Member Business Loan Officer II/Sr.	304
Share Draft Manager	158	Member Business Loan Officer I	309
Business Services VP/Director	163	Consumer Loan Officer II/Sr.	314
"Universal Employee"	168	Consumer Loan Officer I	319
Lead member services officer	173	Consumer Loan Processor/Clerk	324
Member services officer	178	Mortgage Loan Officer II/Sr.	327
Member services officer, floater	183	Mortgage Loan Officer I	334
Member Services Representative II/Sr.	188	Mortgage Loan Processor/Clerk	339
Member Services Representative I	193	Collector/Adjuster	344
Head Teller	198	Collection Clerk	349
Teller II/Sr.	203	Plastic card	
Teller I	209	Plastic Card Manager/Supervisor	354
Share Draft Clerk	214	Plastic Card Clerk	359
EFT/ACH Clerk	219	Member Service Representative— Plastic Cards	364
Executive Secretary/Admin. Assistant	224	ATM Specialist	369
Receptionist	229		

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 Pacific	11 17	71% 82%	8 10	\$1,770 \$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 60,000 or more	0 41	 88%	0 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.