

CUNA  
**Staff Salary  
Report**  
2020-2021

# CUNA Staff Salary Report 2020-2021

The 2020-2021 CUNA Staff Salary Report (Stock No. 30725P) is produced by CUNA.

## PREPARED BY:

Dayna Johnson Schmitt, product manager  
Meg Jelak, product administrator

## FOR MORE INFORMATION:

- **Visit** [cuna.org/compensation](https://cuna.org/compensation);
- **Call** 800-356-9655, ext. 4172; or
- **Email** [compresources@cuna.com](mailto:compresources@cuna.com)

**Copyright Infringement Notice** — Copyright ©2020 Credit Union National Association 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.



# CUNA Staff Salary Report 2020-2021

**Contents**

---

Survey Methods, Regions, and Services . . . . .7

List of Participating Credit Unions . . . . .9

Key Findings . . . . .21

Base Salaries and Variable Pay . . . . .29

How to Use the Data Tables,  
Including Definitions of Terms . . . . .38

List of Data Tables/Job Descriptions . . . . .41

Geographic Salary Multiplier . . . . .43

Data Tables/Job Descriptions. . . . .51

# Survey Methods, Regions, and Services

This report summarizes the results of a survey conducted by CUNA in Madison, Wis., between February and May 2020.

In February, CUNA sent questionnaires to the Human Resource (HR) professional and/or CEO/manager of 5,131 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.

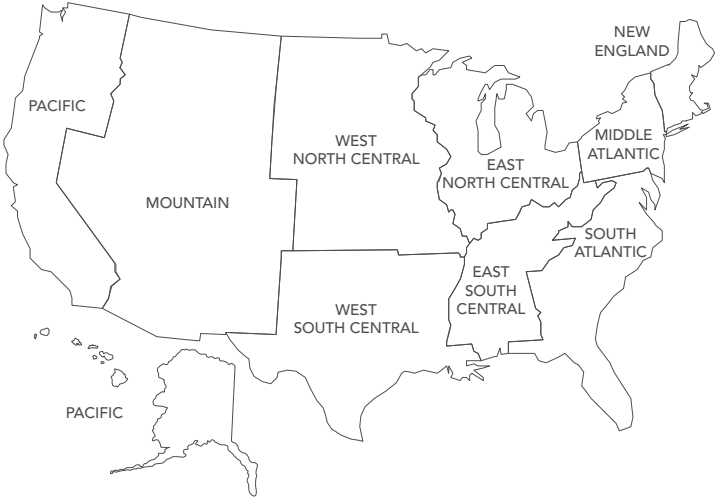
CUNA asked credit unions to provide compensation data effective January 1, 2020.

By May 2020, the cutoff date for inclusion in the report, CUNA had received a total of 1,001 survey participants with 985 usable surveys—a 19.2% 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.



**REGIONS**

- Northeast = New England (ME, NH, VT, MA, RI, CT); Middle Atlantic (NY, NJ, PA)
- Midwest = East North Central (OH, IN, IL, MI, WI); West North Central (MN, IA, MO, ND, SD, NE, KS)
- South = South Atlantic (DE, MD, DC, VA, WV, NC, SC, GA, FL); East South Central (KY, TN, AL, MS); West South Central (AR, LA, OK, TX)
- West = Mountain (MT, ID, WY, CO, NM, AZ, UT, NV); Pacific (WA, OR, CA, AK, HI)

# List of Participating CUs

## ALABAMA

Alabama CU  
Avadian CU  
Baldwin County FCU  
Brassies CU  
Covington School FCU  
Family Savings CU  
Family Security CU  
Fedmont FCU  
Firemans CU  
Health CU  
Nucor EFCU  
Progressive FCU  
RiverFall CU  
Solutions First CU  
The Infirmary FCU  
Valley CU  
WCU CU

## ARIZONA

Alhambra CU  
EM FCU  
First CU  
SunWest FCU

## ARKANSAS

Baptist Health FCU  
Lion FCU  
Little Rock FCU  
Northwest Arkansas FCU  
River Town FCU  
UARK FCU  
Usemen Mena FCU

## CALIFORNIA

Alta Vista CU  
Arrowhead CU  
Bay FCU  
Cabrillo CU  
CalCom FCU  
Camino FCU  
CBC FCU  
Chabot FCU  
CoastHills CU  
Comunidad Latina FCU  
Denocos FCU  
Eagle Community CU  
East County Schools FCU  
Employees Choice FCU  
Financial Center CU  
Financial Partners CU  
Firefighters First FCU  
Frontwave CU  
Golden 1 CU  
Golden Valley FCU  
Greater Valley CU  
Inland Valley FCU  
JACOM CU  
Kinecta FCU  
Lassen County FCU  
Mattel FCU  
Merced School EFCU  
Merco CU  
Modestos First FCU  
Moore West FCU  
Nikkei CU

North Bay CU  
Northern Redwood FCU  
Organized Labor CU  
Pacific Service CU  
Pasadena FCU  
Pasadena Service FCU  
Safe 1 CU  
SafeAmerica CU  
San Diego County CU  
San Joaquin Power ECU  
San Mateo CU  
Santa Barbara County FCU  
SchoolsFirst FCU  
SESLOC FCU  
Shell Western States FCU  
Siskiyou Central CU  
SLO CU  
Technology CU  
University CU  
USC CU  
Watsonville Hospital FCU  
Xceed Financial CU

## COLORADO

Aventa CU  
Colorado CU  
Coloramo FCU  
Co-Ne FCU  
Electrical FCU  
Elevations CU  
Harrison District 2 FCU  
Moffat County Schools FCU  
On Tap CU

## COLORADO

Options CU  
Otero County Teachers FCU  
Pikes Peak CU  
Premier Members CU  
School District 3 FCU  
Weld Schools CU  
Westerra CU  
White Crown FCU

## CONNECTICUT

Connecticut State ECU Inc  
Greater Hartford Police FCU  
Hartford Firefighters FCU  
Kief Protective MBA CU  
Lawrence Memorial Hospital EFCU  
Metropolitan District ECU Inc  
Norwalk Hospital CU Inc  
Regional Water Authority ECU Inc  
St Vincents Medical Center FCU  
Stamford Postal EFCU  
Trumbull CU Inc

## DELAWARE

Delaware Alliance FCU  
Delaware State Police FCU  
Eagle One FCU  
Priority Plus FCU  
Tidemark FCU

## DISTRICT OF COLUMBIA

Agriculture FCU  
Dept of the Interior FCU  
FRB FCU  
Georgetown FCU

IDB Global FCU

## FLORIDA

121 Financial CU  
Community South CU  
Compass Financial FCU  
Dade County FCU  
Farmers FCU  
FiCare  
First Coast FCU  
First Florida CU  
FRSA CU  
Gold Coast FCU  
GTE Financial  
Harvesters FCU  
Ithink Financial CU  
Keys FCU  
Local 606 Electrical Workers FCU  
Madison Education Assn CU  
McCoy FCU  
Metro North FCU  
Miami FCU  
Miami Postal Service CU  
My Healthcare FCU  
Pinellas FCU  
Priority CU  
San Antonio Citizens FCU  
Suncoast CU  
Tallahassee Community FCU  
Tampa Postal FCU  
Tropical Financial CU  
USF FCU  
VyStar CU

## GEORGIA

Altamaha FCU  
Atlanta Postal CU  
Coca-Cola FCU  
Combined Employees CU  
Credit Union of Georgia  
Delta Community CU  
Family First CU  
Georgia's Own CU  
HALLCO Community CU  
Macon-Bibb Employees CU  
Marshland Community FCU  
North Main CU  
Pinnacle CU  
Powerco FCU

## HAWAII

CU Hawaii FCU  
Gather FCU  
Hawaii Central FCU  
Hawaii Community FCU  
Hawaii State FCU  
Hawaiian Electric EFCU  
Lanai FCU  
Pearl Hawaii FCU  
Wailuku FCU

## IDAHO

Beehive FCU  
Capital Educators FCU  
Cottonwood Community FCU  
Icon CU  
Idaho State University FCU  
Latah CU

## IDAHO

Pine Tree Community CU  
Pioneer FCU  
Pocatello Simplot CU  
Simplot ECU  
St Joe Valley CU

## ILLINOIS

1st MidAmerica CU  
2 Rivers Area CU  
Acme Continental CU  
Andigo CU  
Archer Heights CU  
ASH ECU  
Aurora Firefighters CU  
Aurora Postal ECU  
BCU  
Carbondale Highway CU  
Catholic and Community CU  
Central Illinois CU  
Chicago Firemans Assn CU  
Clifford Jacobs ECU  
Community Plus FCU  
Corporate America Family CU  
CSX Chicago Terminal CU  
Decatur Postal CU  
Dupage County ECU  
Elite Community CU  
Financial Partners CU  
Financial Plus CU  
Gale CU  
Great Lakes CU  
Illinois State CU

Joliet Firefighters CU  
Kaskaskia Valley Community CU  
Kone ECU  
LinXus CU  
Loyola University EFCU  
Maternity BVM CU  
MembersAlliance CU  
Midwest Members CU  
New Horizon CU  
Oak Lawn Municipal ECU  
Paris Hiway CU  
Peoria Fire Fighters CU  
Peoria Postal ECU  
Quad Cities Postal CU  
Quincy Postal ECU  
Riverside Community CU  
Rock Valley CU  
Scott CU  
Selfreliance FCU  
Service Plus CU  
Silgan White Cap CU  
SIU CU  
Sourceone CU  
South Division CU  
State Farm FCU  
Streator Onized CU  
Synergy Partners CU

## INDIANA

Advance Financial FCU  
Afena FCU  
Allegius FCU  
Bar-Cons FCU

Central Soya FCU  
Clifty Creek EFCU  
Community Spirit CU  
CommunityWide FCU  
Concora Wabash FCU  
Dearborn County FCU  
Del Met FCU  
Fire Police City County FCU  
Fortress FCU  
INOVA FCU  
Jefferson Community FCU  
LaPorte Community FCU  
Link FCU  
Municipal ECU  
NorthPark Community CU  
One Vision FCU  
Partners 1st FCU  
Purdue FCU  
Teachers CU  
Tech CU  
Via CU  
Whitewater Regional FCU  
Whiting Refinery FCU

## IOWA

Aegis CU  
Ascentra CU  
Capitol View CU  
Citizens Community CU  
Community 1st CU  
Community Choice CU  
DuTrac Community CU  
Greater Iowa CU

**IOWA**

GreenState CU  
 KAH CU  
 Metco CU  
 Midland CU  
 North Star Community CU  
 North Western ECU  
 Polk County CU  
 Power Co-Op ECU  
 Quaker Oats CU  
 River Community CU  
 Telco Triad Community CU  
 United CU  
 Veridian CU

**KANSAS**

C & R CU  
 Central Kansas Education CU  
 Cooperative CU  
 Credit Union of America  
 Eagle FCU  
 Enterprise CU  
 Golden Plains CU  
 Kansas Teachers Community CU  
 Mid American CU  
 Southwest Kansas Community CU  
 Topeka Firemens CU  
 Topeka Police CU  
 Tri-County CU  
 United CU  
 United Northwest FCU  
 Wheat State CU

**KENTUCKY**

About CU  
 C and O United CU  
 Commonwealth CU Inc  
 Cove FCU  
 Doe Run FCU  
 KIT FCU  
 KUE FCU  
 L and N FCU  
 Modern EFCU  
 Morehead Community FCU  
 Tayco EFCU

**LOUISIANA**

Acadian FCU  
 Baton Rouge Telco FCU  
 Campus FCU  
 CF LA CU  
 Department of Corrections CU  
 District 62 Highway FCU  
 Eagle Louisiana FCU  
 First Pioneers FCU  
 Geismar Complex FCU  
 Iberville FCU  
 Jeff Davis Teachers FCU  
 Kraftman FCU  
 Louisiana USA FCU  
 Maple FCU  
 Montell FCU  
 NAS JRB CU  
 Pelican State CU  
 Post Office ECU  
 South Louisiana Highway FCU  
 Texaco CU of Houma

Xplore FCU

**MAINE**

Capital Area FCU  
 Changing Seasons FCU  
 Five County CU  
 Great Falls Regional FCU  
 New Dimensions FCU  
 Otis FCU  
 Oxford FCU  
 The County FCU

**MARYLAND**

Baltimore Washington FCU  
 Cedar Point FCU  
 Educational Systems FCU  
 Freedom FCU  
 LM FCU  
 Money One FCU  
 Peninsula General Hosp Med Ctr EFCU  
 Potomac FCU  
 Wepco FCU  
 WOR Co FCU

**MASSACHUSETTS**

600 Atlantic FCU  
 Alpha CU  
 Bedford VA FCU  
 Cambridge Municipal EFCU  
 Greylock FCU  
 Holyoke Postal CU  
 Leominster Employees FCU  
 Lincoln Sudbury Town EFCU  
 Lynn Firemens FCU  
 Malden FCU



## MASSACHUSETTS

Manchester FCU  
Marblehead Municipal FCU  
Massachusetts Family CU  
Members Plus CU  
MyCom FCU  
NESC FCU  
North Adams Municipal EFCU  
Norwood Town EFCU  
St Jean's CU

## MICHIGAN

Advantage One CU  
Advia CU  
Allegan Community FCU  
Astera CU  
Awakon FCU  
Baraga County FCU  
Christian Financial CU  
Community First FCU  
Community West CU  
Consumers Professional CU  
Detour Drummond Comm CU  
Diversified Members CU  
DORT Financial CU  
Dowagiac Area FCU  
Family Financial CU  
Federal Employees  
of Chippewa Cnty CU  
Filer CU  
Financial Plus CU  
Forest Area FCU  
Four Flags Area CU  
Frankenmuth CU  
FreeStar Financial CU  
Genisys CU  
Gogebic County FCU  
GraCo FCU  
Honor CU  
Isabella Community CU  
Lake Superior CU  
Limestone FCU  
LOC FCU  
MemberFocus Community CU  
Michigan One Community CU  
Michigan Schools & Government CU  
Michigan State University FCU  
Michigan Tech EFCU  
North Central Area CU  
Northern Lights Community FCU  
Northland Area FCU  
Northwest Consumers FCU  
One Detroit CU  
OUR CU  
Peninsula FCU  
Service 1 FCU  
Settlers FCU  
Soo Co-Op CU  
South Central CU  
Sovita CU  
T & I CU  
TBA CU  
Ukrainian Selfreliance Michigan FCU  
Unified Communities FCU  
United FCU  
Wayne Westland FCU  
West Michigan CU

West Michigan Postal Service FCU  
Wexford Community CU  
Wildfire CU

## MINNESOTA

Accentra CU  
Affinity Plus FCU  
Central Hanna ECU  
Embarrass Vermillion FCU  
Federated ECU  
Firefly CU  
First Pace CU  
Great River FCU  
Hiway FCU  
Home Town FCU  
Latvian CU  
Mayo EFCU  
Metropolitan Service CU  
Mid Minnesota FCU  
Minnesota Valley FCU  
MN Catholic CU  
Mower County ECU  
MPECU  
North Star CU  
Northern Energy FCU  
Northern States Power St Paul CU  
Red Wing CU  
Star Choice CU  
TopLine FCU  
Two Harbors FCU  
United ECU  
Virginia Coop CU  
Wadena FCU

**MINNESOTA**

Wakota FCU  
Ziegler FCU

**MISSISSIPPI**

Armstrong FCU  
Gulf Trust FCU  
Issaquena County FCU  
Keesler FCU  
Mississippi DHS FCU  
MUNA FCU  
Mutual CU  
Northeast Mississippi FCU  
Pearl Municipal FCU  
Sunbelt FCU  
Tombigbee FCU

**MISSOURI**

Assemblies of God CU  
BluCurrent CU  
Burlington Northtown Community CU  
Cape Regional CU  
Central Missouri Community CU  
Columbia CU  
County CU  
First Community CU  
Goetz CU  
Great Plains FCU  
Greater KC Public Safety CU  
Health Care Family CU  
Highway Crossroads CU  
JC Federal ECU  
Missouri Central CU  
MO Electric Cooperatives ECU

Neighbors CU

Together CU  
West Community CU

**MONTANA**

Altana FCU  
Badlands FCU  
Billings FCU  
Butte Community FCU  
Embark CU  
Family First FCU  
Montana CU  
Mountain West FCU  
Park Side CU  
SEG FCU  
Sky FCU

**NEBRASKA**

Bakers FCU  
Chadron FCU  
Cobalt CU  
Columbus United FCU  
First Lincoln FCU  
First Nebraska CU  
Heartland Area FCU  
KRD FCU  
Local 265 IBEW FCU  
LPS Employees FCU  
North Platte Union Pacific ECU  
Northeast Nebraska FCU  
Omaha Douglas FCU  
Omaha Police FCU  
Omaha Public Power District EFCU  
Siouxland FCU

U P Connection FCU

**NEVADA**

Elko FCU  
Las Vegas UP EFCU  
Pahrnagat Valley FCU  
Plus CU

**NEW HAMPSHIRE**

Holy Rosary CU  
New Hampshire Postal CU  
Northeast CU  
St Mary's Bank CU  
Triangle CU

**NEW JERSEY**

Bergen Division FCU  
Campbell EFCU  
Credit Union of New Jersey  
Healthcare EFCU  
Linden NJ Police and Firemen FCU  
M & C Menlo Park FCU  
Manville Area FCU  
Mercer Co NJ Teachers FCU  
Merck EFCU  
Metrex FCU  
Mid-State FCU  
NJ Gateway FCU  
Plainfield Police and Firemen FCU  
South Jersey FCU  
Union County EFCU  
West Hudson Teachers FCU

**NEW MEXICO**

Chaves County School ECU

## NEW MEXICO

Deming School ECU  
Eddy FCU  
Otero FCU  
Quay Schools FCU  
Sandia Laboratory FCU  
Telco Roswell New Mexico FCU  
U-1st Community FCU  
White Sands FCU

## NEW YORK

Albany Firemens FCU  
Alliance Niagara FCU  
Alternatives FCU  
Amherst FCU  
Boulevard FCU  
Buffalo Police FCU  
Corning FCU  
Countryside FCU  
Coxsackie Correctional EFCU  
Dannemora FCU  
Division 726 FCU  
Erie County Employees CU  
FASNY FCU  
Finger Lakes Health Care FCU  
Genesee Co-Op FCU  
Good Neighbors FCU  
Gowanda Area FCU  
Greater Niagara FCU  
Hudson River Community CU  
ICS FCU  
Inner Lakes FCU  
IREB FCU  
Island FCU

Local 804 FCU  
Long Island State EFCU  
Mamta FCU  
MCT FCU  
MONEY FCU  
Niagara Wheatfield FCU  
Niagara's Choice FCU  
Norton-Troy ECU  
NY TEAM FCU  
Peru FCU  
Remington FCU  
Rome Teachers FCU  
SeaComm FCU  
St John United FCU  
St Lawrence FCU  
Sunmark CU  
SUNY Fredonia FCU  
Sweet Home FCU  
Syracuse Postal FCU  
Teachers FCU  
TEG FCU  
The Summit FCU  
Transit FCU  
UHS Employees FCU  
Ulster FCU  
Upstate Telco FCU  
Watertown Postal FCU  
Western Division FCU  
Westside Community FCU

## NORTH CAROLINA

Acclaim FCU  
American Partners FCU

Carolina Cooperative FCU  
HealthShare CU  
HSM FCU  
Local Government FCU  
Marine FCU  
Members CU  
Mountain CU  
Piedmont Advantage CU  
State Employees' CU  
TCP CU  
Team & Wheel FCU  
Telco Community CU  
Vision Financial FCU  
Welcome FCU  
WNC Community CU

## NORTH DAKOTA

Fargo Public Schools FCU  
FFE FCU  
GEM FCU  
Hometown CU  
Minot Area Schools FCU  
North Star Community CU  
Riverfork FCU  
Tel-U-Watt FCU

## OHIO

540 IBEW CU  
Acme FCU  
Atomic CU Inc  
Bridge CU Inc  
Century FCU  
Cincinnati Ohio Police FCU  
CME FCU

## OHIO

Commodore Perry FCU  
Community One CU Inc  
Community Star CU  
Community United CU  
Coshocton FCU  
DN Community FCU  
Edison CU  
Education First CU Inc  
Emerald CU  
Fremont FCU  
Goodyear ECU Inc  
Greater Wayne Community FCU  
GROhio Community CU  
Hancock FCU  
KEMBA Financial CU Inc  
Lake Community FCU  
Local Union 392 FCU  
Members Choice CU  
Morrow County FCU  
NoteWorthy FCU  
ODJFS FCU  
Ohio Catholic FCU  
Presidents FCU  
Quest FCU  
RSC YO/CL Offices FCU  
Sharefax CU Inc  
Springfield Postal EFCU  
St James Parish CU  
Toledo Metro FCU  
Toledo Police FCU  
Universal 1 CU  
Yorkville Community FCU

Your Legacy FCU

## OKLAHOMA

Allegiance CU  
Arbuckle FCU  
Employees FCU  
Fort Sill FCU  
Muskogee FCU  
The FOCUS FCU  
TTCU FCU

## OREGON

Cascade Central CU  
Cascade Community FCU  
Cutting Edge FCU  
Emerald Empire FCU  
Laneco FCU  
Oregon Community CU  
Oregonians CU  
Rogue CU  
Sunset Science Park FCU  
Wauna FCU

## PENNSYLVANIA

Allegheny Metal FCU  
Allegheny Valley FCU  
American Heritage FCU  
APS FCU  
ARC FCU  
AT & T Employees Pittsburgh PA FCU  
AVH FCU  
Beaver Falls PA Teachers FCU  
Blackhawk FCU  
Bradford Area FCU  
Choice One Community FCU

CHROME FCU  
CityMark FCU  
Clairton Works FCU  
Clarion FCU  
Clearview FCU  
CMC-FCPI Employees FCU  
Colfax Power Plant Employees FCU  
Community Regional CU  
Consumer 1st FCU  
Corner Post FCU  
Corry Jamestown CU  
Erie City Emp FCU  
Erie Times FCU  
ERRL FCU  
First Area FCU  
First Commonwealth FCU  
FirstEnergy Choice FCU  
Fort Ligonier FCU  
Franklin Mint FCU  
Freedom CU  
Friendly FCU  
Glass Cap FCU  
Irvin Works FCU  
KGC FCU  
Latrobe Area Hospital FCU  
McKeesport Area Pub Schl EFCU  
Mt Lebanon FCU  
New Kensington Municipal FCU  
Northwood FCU  
Norwin Teachers FCU  
PA HealthCare CU  
PACE Resources FCU  
PALCO FCU

## PENNSYLVANIA

Penntech Employees FCU  
Sarco FCU  
Service 1st FCU  
Spirit Financial CU  
Standard Steel Emp. FCU  
State College FCU  
Superior CU  
Tendto CU  
Tri-Valley Service FCU  
Trouvaille FCU  
U F C W Local 1776 FCU  
URE FCU  
West Branch Valley FCU  
Westmoreland Water FCU  
Wyrope Williamsport FCU  
Your Choice FCU

## PUERTO RICO

Coop AyC Casa Del Trabajador  
Coop AyC Emp Mun Guaynabo  
Coop AyC Inter-Metro

## RHODE ISLAND

Blackstone River FCU  
Greenwood CU  
Ocean State CU  
The Peoples CU

## SOUTH CAROLINA

ArrowPointe FCU  
Columbia Post Office CU  
Greenville Heritage FCU  
MTC FCU  
Neighbors United FCU

Nucor ECU  
Santee Cooper CU  
SC Telco FCU  
Secured Advantage FCU  
South Carolina Methdst Cnfrnc CU  
SPC CU  
SRP FCU  
Upstate FCU  
VITAL FCU

## SOUTH DAKOTA

Area FCU  
Consumers FCU  
Coteau Valley FCU  
Dakota Star FCU  
Dakotaland FCU  
M-O FCU  
OAHE FCU  
Sioux Empire FCU

## TENNESSEE

Alcoa Tenn FCU  
Appliance CU  
Ascend FCU  
AUB ECU  
Bowater ECU  
Chattanooga Federal Empl CU  
Chattanooga First FCU  
Clinchfield FCU  
Collegedale CU  
Copper Basin FCU  
Cornerstone Financial CU  
EPB Employees CU  
ETMA FCU

Foothills FCU  
Fortera CU  
Greenville City ECU  
Holston Methodist FCU  
Knoxville TVA ECU  
Lowland CU  
Mountain Lakes Community FCU  
MPD Community CU  
OMC ECU  
ORNL FCU  
Outreach Community FCU  
Shelby County FCU  
St Thomas CU  
Tennessee River FCU  
TNConnect CU  
United Southeast FCU  
Upper Cumberland FCU  
Y-12 FCU

## TEXAS

Alamo City CU  
Alba Golden FCU  
Alliance CU  
Brazos Community CU  
Brazosport Teachers FCU  
Cabot and NOI ECU  
Cochran Cnty Schools FCU  
C-T Waco FCU  
Dallas UP Employees CU  
Domino FCU  
DuGood FCU  
East Texas Professional CU  
Education CU

## TEXAS

Education First FCU  
Fannin Co Teachers FCU  
First Community CU  
FirstLight FCU  
GECU  
Germania CU  
Gulf Coast Educators FCU  
H and H FCU  
Highway District 2 CU  
Highway District 9 CU  
Hilco FCU  
Hockley Co School ECU  
Houston Police FCU  
Houston Texas Fire Fighters FCU  
IBEW Community FCU  
InTouch CU  
Liberty Co Teachers FCU  
LibertyOne CU  
MCT CU  
Mountain Star FCU  
MTCU  
Neighborhood CU  
Nizari Progressive FCU  
Port Terminal FCU  
Red River EFCU  
Refugio County FCU  
Resource One CU  
Sabine FCU  
Santa Fe FCU  
Shell FCU  
South Texas FCU  
Southland FCU

Starr County Teachers FCU  
Tarrant County's CU  
Temple Santa Fe Community CU  
Texas Assn of Professionals FCU  
Texas DPS CU  
Texas People FCU  
THD District 17 CU  
Union Square CU  
Valwood Park FCU  
Ward County CU  
WesTex Community CU  
Wharton County Teachers CU  
Wichita Falls FCU  
Yoakum County FCU

## UTAH

City Center CU  
Cyprus FCU  
Elevate CU  
Employees First CU  
Firefighters CU  
HollyFrontier ECU  
San Juan CU  
Trans West CU  
Utah First FCU  
Utah Prison ECU  
Varex FCU  
Wasatch Peaks CU

## VERMONT

Members 1st CU  
NorthCountry FCU  
One CU

## VIRGINIA

Augusta County FCU  
BayPort CU  
Beach Municipal FCU  
Bronco FCU  
Call FCU  
Chartway FCU  
Credit Union of Richmond  
Front Royal FCU  
IBEW Local Union 80 FCU  
InFirst FCU  
Kraftsman FCU  
Loudoun CU  
Member One FCU  
Mountain Empire FCU  
NRL FCU  
NSWC FCU  
PFD Firefighters CU  
Richmond Virginia Fire Police CU  
Signature FCU  
University of Virginia Community CU  
Virginia Beach Postal FCU  
Virginia Beach Schools FCU  
Virginia State Univ FCU

## WASHINGTON

CALCOE FCU  
Fibre FCU  
Granco FCU  
iQ CU  
Lower Valley CU  
Newrizons FCU  
Progressions CU  
PUD FCU

## WASHINGTON

Red Canoe CU  
Responders Emergency Services CU  
Solarity CU  
Sound CU  
Waterfront FCU  
WCLA CU  
WestEdge FCU

## WEST VIRGINIA

CAMC FCU  
CCMH FCU  
CHA TEL FCU  
CHHE FCU  
Kemba Charleston FCU  
Logan County School EFCU  
Marion County School EFCU  
Marshall County FCU  
Members Choice WV FCU  
Natrium Employees FCU  
Peoples FCU  
Pioneer West Virginia FCU  
United Hospital Center FCU  
West Virginia FCU  
Willow Island FCU

## WISCONSIN

1st Class Express CU  
1st Community CU  
Altra FCU  
Arcadia CU  
Athens Area CU  
Avestar CU  
Bay Shore CU  
Brantwood CU

Brewery CU  
Brokaw CU  
Capital CU  
Cloverbelt CU  
Community First CU  
Compassionate Care CU  
Connexus CU  
County City CU  
CoVantage CU  
Empower CU  
Evergreen CU  
FOCUS CU  
Fond du Lac CU  
Fort Community CU  
Glacier Hills CU  
Golden Rule Community CU  
Gundersen CU  
Health Care CU  
Heartland CU  
Heritage CU  
Holy Family Memorial CU  
Kenosha Police and Firemen CU  
Kohler CU  
Lakewood CU  
Madison CU  
MCU Financial Center - CU  
Meadowland CU  
Members First CU  
MG & E CU  
Northwestern Mutual CU  
Northwoods Community CU  
Oakdale CU  
Oshkosh Community CU  
Oshkosh Postal Employees CU

Post Office CU  
Premier Financial CU  
Public Service CU  
Ripco CU  
Royal CU  
Service CU  
Sheboygan Area CU  
Shipbuilders CU  
Simplicity CU  
Southern Lakes CU  
Summit CU  
Taylor CU  
Thrivent FCU  
Tomah Area CU  
Unison CU  
UnitedOne CU  
Utilities CU  
UW CU  
WEA CU  
Westby Coop CU  
Wisconsin Medical CU  
Wood County Employees CU

## WYOMING

Atlantic City FCU  
Blue FCU  
Cheyenne-Laramie County EFCU  
CITCO FCU  
Powell Schools FCU  
Reliant FCU  
Sheridan Community FCU  
Sweetwater FCU  
Wyochem FCU

# List of Data Tables and Job Descriptions

## EXECUTIVE SUMMARY

Compensation and Staffing Trends	52
----------------------------------	----

## PRESIDENT/CEO/MANAGER

President/CEO/Manager	86
-----------------------	----

## EXECUTIVE MANAGEMENT

Executive VP or Assistant Manager	92
Chief Operations Officer	98
Chief Lending Officer	104
Chief Information Officer	110
Chief Marketing Officer	116
Chief Human Resources Officer	122
Chief Financial Officer	128

## SUPPORT/MEMBER SERVICES

SVP/VP Operations	134
Member Services VP	139
Teller Manager/Supervisor	144
Share Draft Manager	149
Business Services VP/Director	154
"Universal Employee"	159
Member Services Representative II/Sr.	164
Member Services Representative I	169
Head Teller	174
Teller II/Sr.	179
Teller I	185
Share Draft Clerk	190
EFT/ACH Clerk	195
Executive Secretary/Admin. Assistant	200
Receptionist	205
General Office Clerk	210
IRA/Certificate Specialist	215
Financial Planner	220
Small-Credit Union Generalist Position	225

## LENDING/COLLECTIONS

SVP/VP of Lending	230
Consumer Loan VP/Manager	235
Mortgage Loan VP/Manager	240
Member Business Loan VP/Manager	245
Dealer Direct Manager	250
Collections VP/Manager	255
Loan Officer II/Sr.	260
Loan Officer I	265

Loan Processor	270
Loan Clerk	275
Member Business Loan Officer II/Sr.	280
Member Business Loan Officer I	285
Consumer Loan Officer II/Sr.	290
Consumer Loan Officer I	295
Consumer Loan Processor/Clerk	300
Mortgage Loan Officer II/Sr.	305
Mortgage Loan Officer I	310
Mortgage Loan Processor/Clerk	315
Collector/Adjuster	320
Collection Clerk	325

## PLASTIC CARD

Plastic Card Manager/Supervisor	330
Plastic Card Clerk	335
Member Service Representative—	
Plastic Cards	340
ATM Specialist	345

## INFORMATION SYSTEMS/TECHNOLOGY

SVP/VP of IT	350
IT Manager/Supervisor	355
Systems Analyst	360
Programmer	365
Network Administrator	370
Technology Specialist	375
Web Administrator	380
Data Entry Specialist	385

## MARKETING

SVP/VP of Marketing	390
Marketing Manager/Supervisor	395
Business Development Manager	400
Marketing Specialist	405
Marketing/Communications Coordinator	410
Marketing Assistant	415
Business Development Representative	420

## HUMAN RESOURCES

SVP/VP of Human Resources	425
Human Resources Manager/Supervisor	431
Training Director	436
Human Resources Assistant/Specialist	441
Training Coordinator/Specialist	446



Payroll Coordinator/Administrator	451
Benefits Coordinator/Specialist	456

**LEGAL & AUDIT**

Internal Audit VP	461
Internal Audit Manager/Supervisor	466
Internal Auditor	471
Compliance Officer	476
Risk Management Officer/Specialist	481

**ACCOUNTING & FINANCE**

SVP/VP of Finance	486
Accounting VP	491
Accounting Manager/Supervisor	496
Investments VP	501
Investments Manager	506
Accountant	511
Accounting Clerk	516

**BRANCH OPERATIONS & CALL CENTER**

Branch Operations VP	521
Branch Manager II	526
Branch Manager I	531
Assistant Branch Manager II	536
Assistant Branch Manager I	541
Call Center VP	546
Call Center Manager/Supervisor	551
Call Center Representative II/Sr.	556
Call Center Representative I	561

**PART-TIME HOURLY WAGES**

Part-Time President/CEO/Manager	566
Part-Time EVP	569
Part-Time "Universal Employee"	572
Part-Time Teller	575
Part-Time MSR	578
Part-Time Loan Officer	581
Part-Time Loan Processor/Clerk	584
Part-Time Accountant	587
Part-Time Call Center Representative	590

## ACCOUNTING CLERK

**Reports to:** *Accounting Manager/Supervisor*

**Position Purpose:** Follow detailed and standardized procedures in performing routine accounting clerical operations. Perform a variety of support duties related to the accounting function within the credit union.

### **Job Responsibilities**

- Perform a variety of activities to assist the manager in maintaining the financial, statistical, and accounting records of the credit union.
- Enter data into accounting systems and generate reports on a daily basis. Prepare various financial, regulatory, and special reports on a weekly, monthly, and quarterly basis as requested by management.
- On a daily basis, verify and balance teller sheets from all locations. Total checks and prepare deposit slips for daily bank deposit. Verify that checks received from members have restricted endorsement. Run tapes of check vouchers, receipts, and offline items.
- Assist share draft department in encoding errors, late returns, and other problems. Batch checks in numerical order, indicating missing stubs.
- Journalize all necessary transactions and make sure everything is in balance.
- Review and enter employee expenses into the general ledger.
- Post some general ledger entries, and proof totals with the general ledger system. File and store general ledger journals daily.
- Prepare accounts payable checks after receiving proper authorization.
- Maintain FED Line by wiring money to/from Federal Reserve, verifying outgoing wires, daily roll-over, and reconciling Federal Reserve Account. Wire money for purchase of mortgages.
- Reconcile MasterCard statements and share draft statements.
- Deposit mortgage checks from the settlement companies.
- Maintain working knowledge of various account software programs.

**Table 85 - 1**  
**Salaries**  
**Accounting Clerk**

	N	average	25th percentile	median	75th percentile	90th percentile	
Overall	278	\$39,630	\$34,040	\$38,200	\$43,740	\$50,270	
By credit union asset size	\$1M to \$2M	0					
	\$2M to \$5M	1	*	*	*	*	
	\$5M to \$10M	0					
	\$10M to \$20M	5	\$42,510	\$30,810	\$41,250	\$55,390	*
	\$20M to \$50M	23	\$37,360	\$33,710	\$36,160	\$41,130	\$47,160
	\$50M to \$100M	45	\$36,980	\$31,890	\$37,220	\$40,830	\$46,930
	\$100M to \$200M	66	\$38,590	\$33,290	\$37,610	\$42,000	\$50,270
	\$200M to \$500M	63	\$39,340	\$34,050	\$38,340	\$43,740	\$50,480
	\$500M to \$1B	27	\$42,330	\$37,310	\$40,220	\$47,500	\$56,080
	\$1B to \$3B	39	\$40,630	\$37,190	\$39,970	\$43,270	\$49,260
\$3B or more	9	\$45,630	\$37,460	\$43,290	\$54,000	*	
By region	New England	10	\$39,950	\$35,000	\$39,790	\$42,150	\$49,870
	Middle Atlantic	15	\$37,680	\$37,210	\$37,890	\$38,900	\$44,160
	East North Central	80	\$39,210	\$35,060	\$37,500	\$42,000	\$50,130
	West North Central	27	\$36,650	\$31,470	\$36,250	\$38,500	\$45,690
	South Atlantic	49	\$39,570	\$34,000	\$38,200	\$43,270	\$50,780
	East South Central	21	\$38,860	\$32,760	\$39,590	\$43,850	\$49,450
	West South Central	28	\$37,610	\$32,120	\$37,730	\$41,720	\$48,400
	Mountain	17	\$38,250	\$30,560	\$38,520	\$44,110	\$48,480
	Pacific	31	\$48,090	\$42,180	\$47,500	\$54,000	\$59,420
By number of full-time employees	1	0					
	2 - 4	4	*	*	*	*	
	5 - 9	16	\$38,750	\$33,210	\$36,340	\$41,750	\$51,450
	10 - 49	106	\$37,640	\$32,800	\$37,500	\$40,980	\$47,690
	50 - 99	60	\$39,200	\$33,000	\$37,430	\$43,850	\$52,170
	100 or more	92	\$41,630	\$36,910	\$40,060	\$46,670	\$53,730
By number of services offered	1 - 2	0					
	3 - 4	0					
	5 - 6	1	*	*	*	*	
	7 - 8	2	*	*	*	*	
	9 - 10	3	*	*	*	*	
	11 - 12	16	\$40,040	\$32,340	\$37,340	\$48,310	\$55,870
	13 - 20	255	\$39,690	\$34,320	\$38,320	\$43,740	\$50,270
By amount of loans outstanding	\$500,000 to \$2M	0					
	\$2M to \$5M	2	*	*	*	*	
	\$5M to \$20M	17	\$38,500	\$33,460	\$36,120	\$42,070	\$49,920
	\$20M to \$50M	39	\$37,920	\$32,010	\$37,500	\$41,140	\$47,900
	\$50M to \$100M	50	\$35,980	\$31,720	\$35,470	\$40,000	\$44,190
	\$100M to \$200M	55	\$38,930	\$34,000	\$37,890	\$42,350	\$50,270
	\$200M or more	114	\$41,710	\$36,250	\$39,920	\$46,950	\$53,400
By number of members	1 - 999	1	*	*	*	*	
	1,000 - 1,999	4	*	*	*	*	
	2,000 - 4,999	20	\$39,510	\$34,390	\$38,830	\$45,000	\$49,920
	5,000 - 9,999	53	\$37,070	\$31,930	\$37,000	\$40,310	\$46,600
	10,000 - 19,999	69	\$38,720	\$34,000	\$37,770	\$42,000	\$50,250
	20,000 - 39,999	46	\$38,150	\$32,640	\$36,300	\$40,560	\$51,730
	40,000 - 49,999	14	\$41,850	\$38,040	\$40,760	\$45,510	\$46,680
	50,000 - 59,999	13	\$45,290	\$40,740	\$47,260	\$47,500	\$53,040
	60,000 or more	58	\$41,620	\$36,120	\$39,000	\$46,310	\$54,140
Number of branch offices	1	38	\$39,390	\$33,010	\$38,640	\$44,750	\$50,270
	2	32	\$40,860	\$35,200	\$38,890	\$46,600	\$52,990
	3	34	\$36,230	\$31,490	\$34,370	\$38,770	\$44,790
	4	29	\$35,930	\$31,360	\$34,150	\$40,620	\$46,960
	5 or more	144	\$40,810	\$36,000	\$39,180	\$43,850	\$53,040

\* Insufficient data

**Table 85 - 2  
Incentives and Bonuses  
Accounting Clerk**

		N	% paid incentive and/or bonus	N	average incentive/ bonus
Overall		274	70%	183	\$1,700
By credit union asset size	\$1M to \$2M	0		0	
	\$2M to \$5M	1	0%	0	
	\$5M to \$10M	0		0	
	\$10M to \$20M	4	50%	2	*
	\$20M to \$50M	23	54%	12	\$1,680
	\$50M to \$100M	44	65%	28	\$1,380
	\$100M to \$200M	64	69%	40	\$1,550
	\$200M to \$500M	63	78%	46	\$1,600
	\$500M to \$1B	27	66%	17	\$1,760
	\$1B to \$3B	39	83%	32	\$2,110
	\$3B or more	9	40%	6	\$2,670
By region	New England	10	64%	5	\$980
	Middle Atlantic	15	76%	9	\$1,550
	East North Central	78	69%	51	\$1,520
	West North Central	27	68%	21	\$2,020
	South Atlantic	49	69%	32	\$1,810
	East South Central	20	93%	17	\$1,710
	West South Central	28	68%	18	\$1,630
	Mountain	17	53%	9	\$1,120
	Pacific	30	68%	21	\$2,050
By number of full-time employees	1	0		0	
	2 - 4	3	31%	1	*
	5 - 9	16	70%	10	\$1,590
	10 - 49	103	66%	63	\$1,640
	50 - 99	60	74%	41	\$1,290
	100 or more	92	71%	68	\$2,010
By number of services offered	1 - 2	0		0	
	3 - 4	0		0	
	5 - 6	1	100%	0	
	7 - 8	2	43%	1	*
	9 - 10	3	64%	2	*
	11 - 12	15	72%	10	\$1,950
	13 - 20	252	70%	170	\$1,690
By amount of loans outstanding	\$500,000 to \$2M	0		0	
	\$2M to \$5M	1	0%	0	
	\$5M to \$20M	17	39%	6	\$1,110
	\$20M to \$50M	39	59%	25	\$1,720
	\$50M to \$100M	48	69%	31	\$1,200
	\$100M to \$200M	54	75%	37	\$1,510
	\$200M or more	114	73%	83	\$1,960
By number of members	1 - 999	1	0%	0	
	1,000 - 1,999	4	76%	3	*
	2,000 - 4,999	19	58%	10	\$1,410
	5,000 - 9,999	52	61%	33	\$1,550
	10,000 - 19,999	67	67%	40	\$1,510
	20,000 - 39,999	46	82%	36	\$1,410
	40,000 - 49,999	14	83%	11	\$2,410
	50,000 - 59,999	13	75%	8	\$2,220
	60,000 or more	58	65%	42	\$1,890
Number of branch offices	1	36	60%	20	\$1,740
	2	31	51%	17	\$1,940
	3	34	73%	23	\$980
	4	28	71%	17	\$1,440
	5 or more	144	73%	105	\$1,840

\* Insufficient data

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

**Table 85 - 3**  
**Total Cash Compensation**  
**Accounting Clerk**

	N	average	25th percentile	median	75th percentile	90th percentile
Overall	278	\$40,780	\$34,760	\$39,300	\$45,010	\$52,990
By credit union asset size						
\$1M to \$2M	0					
\$2M to \$5M	1	*	*	*	*	*
\$5M to \$10M	0					
\$10M to \$20M	5	\$43,230	\$32,600	\$41,250	\$55,390	*
\$20M to \$50M	23	\$38,200	\$34,630	\$36,370	\$41,890	\$49,950
\$50M to \$100M	45	\$37,840	\$32,440	\$37,780	\$41,110	\$47,500
\$100M to \$200M	66	\$39,630	\$34,120	\$39,190	\$42,720	\$51,750
\$200M to \$500M	63	\$40,540	\$34,800	\$39,130	\$45,050	\$53,680
\$500M to \$1B	27	\$43,440	\$37,540	\$42,050	\$50,000	\$57,380
\$1B to \$3B	39	\$42,360	\$37,930	\$41,660	\$44,940	\$52,010
\$3B or more	9	\$46,700	\$38,000	\$45,360	\$54,000	*
By region						
New England	10	\$40,410	\$35,840	\$39,790	\$42,160	\$51,080
Middle Atlantic	15	\$38,870	\$37,930	\$39,190	\$40,400	\$44,190
East North Central	80	\$40,210	\$35,580	\$39,080	\$42,990	\$51,970
West North Central	27	\$38,010	\$33,240	\$37,090	\$42,140	\$46,960
South Atlantic	49	\$40,820	\$34,600	\$38,860	\$44,520	\$53,990
East South Central	21	\$40,350	\$34,020	\$41,570	\$45,020	\$54,740
West South Central	28	\$38,730	\$34,120	\$38,480	\$41,720	\$49,370
Mountain	17	\$38,770	\$31,270	\$39,040	\$44,570	\$48,960
Pacific	31	\$49,430	\$42,670	\$50,000	\$54,000	\$60,550
By number of full-time employees						
1	0					
2 - 4	4	*	*	*	*	*
5 - 9	16	\$39,770	\$34,330	\$37,470	\$41,880	\$53,620
10 - 49	106	\$38,660	\$33,700	\$38,950	\$41,720	\$49,170
50 - 99	60	\$40,140	\$33,990	\$38,340	\$45,020	\$52,990
100 or more	92	\$43,030	\$37,460	\$41,720	\$47,160	\$54,000
By number of services offered						
1 - 2	0					
3 - 4	0					
5 - 6	1	*	*	*	*	*
7 - 8	2	*	*	*	*	*
9 - 10	3	*	*	*	*	*
11 - 12	16	\$41,370	\$34,700	\$37,360	\$49,900	\$57,890
13 - 20	255	\$40,840	\$35,290	\$39,390	\$45,000	\$52,990
By amount of loans outstanding						
\$500,000 to \$2M	0					
\$2M to \$5M	2	*	*	*	*	*
\$5M to \$20M	17	\$38,870	\$34,850	\$36,290	\$42,070	\$49,920
\$20M to \$50M	39	\$38,940	\$33,590	\$38,940	\$42,000	\$50,280
\$50M to \$100M	50	\$36,770	\$32,200	\$36,140	\$40,810	\$44,270
\$100M to \$200M	55	\$40,020	\$34,120	\$39,150	\$43,990	\$52,450
\$200M or more	114	\$43,100	\$37,120	\$41,720	\$48,580	\$54,120
By number of members						
1 - 999	1	*	*	*	*	*
1,000 - 1,999	4	*	*	*	*	*
2,000 - 4,999	20	\$40,230	\$35,070	\$39,670	\$46,970	\$52,080
5,000 - 9,999	53	\$38,010	\$33,080	\$37,000	\$41,140	\$46,890
10,000 - 19,999	69	\$39,680	\$34,090	\$39,130	\$42,880	\$51,650
20,000 - 39,999	46	\$39,290	\$32,980	\$37,090	\$41,630	\$53,990
40,000 - 49,999	14	\$43,850	\$40,770	\$42,210	\$45,510	\$49,660
50,000 - 59,999	13	\$46,830	\$42,300	\$50,000	\$50,700	\$53,040
60,000 or more	58	\$42,830	\$37,010	\$41,480	\$46,720	\$56,670
Number of branch offices						
1	38	\$40,380	\$34,240	\$39,300	\$45,000	\$53,990
2	32	\$41,700	\$35,630	\$39,920	\$47,130	\$52,990
3	34	\$36,910	\$32,350	\$34,660	\$40,050	\$45,880
4	29	\$36,900	\$31,740	\$35,000	\$41,020	\$49,390
5 or more	144	\$42,140	\$37,010	\$40,770	\$45,520	\$54,000

\* 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 85 - 4  
Salary Ranges  
Accounting Clerk**

		N	average minimum	average midpoint	average maximum
Overall		178	\$32,430	\$40,550	\$48,670
By credit union asset size	\$1M to \$2M	0			
	\$2M to \$5M	0			
	\$5M to \$10M	0			
	\$10M to \$20M	1	*	*	*
	\$20M to \$50M	7	\$28,200	\$35,250	\$42,290
	\$50M to \$100M	21	\$30,650	\$37,390	\$44,140
	\$100M to \$200M	37	\$32,740	\$40,120	\$47,510
	\$200M to \$500M	45	\$31,210	\$39,080	\$46,950
	\$500M to \$1B	24	\$34,390	\$45,040	\$55,680
	\$1B to \$3B	35	\$35,090	\$43,760	\$52,420
	\$3B or more	8	\$35,330	\$45,720	\$56,110

\* Insufficient data

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