

CEO

Directs the development, implementation and achievement of short and long-range policies, budgets and strategic operating objectives for the organization. Represents the organization to external stakeholders.

Executive Vice President

Responsible for assisting the credit union president/CEO/manager in the overall management of the credit union. NOTE: Use the EVP title for a member of the senior executive team who reports directly to the CEO, but who does not hold one of the other executive titles included in this survey. For example, a CFO/EVP salary should be reported under the CFO job title and not the EVP title.

Chief Financial Officer

Plans, directs and controls the organization's overall financial plans and policies, accounting practices, and relationships with regulatory bodies, the financial community and external auditors. Directs such functions as treasury, budgeting, accounting, real estate and insurance activities.

Chief Operating Officer

Typically the #2 position in the credit union. Assists in the overall administration of the credit union, usually with responsibility that includes line and staff departments. Coordinates activities of the credit union in accordance with policies and objectives established by the CEO and/or the Board of Directors. In the absence of the CEO, may act in his/her place.

Chief Operations Officer

Directs and coordinates the operational activities of the organization in accordance with policies, goals and objectives established by the Chief Executive Officer and the Board of Directors.

Chief Lending Officer

Responsible for overall management of lending services including compliance with state and federal lending laws. Monitors and analyzes economic conditions affecting the credit union lending department and recommends appropriate action.

Branch/Member Services Executive

Highest branch/member services position. Responsible for the overall management of the credit union branch(es), products and services, and for providing quality service to members to ensure their satisfaction.

Marketing Executive

Highest marketing position. Plans, directs and coordinates the marketing of the credit union's products and services, and is responsible for public relations. Develops strategies to meet changing market conditions.

Human Resources Executive

Highest human resources position. Directs the development, implementation and coordination of policies and programs covering employment, placement, orientation and training, employee relations, compensation, organization development, safety and health, benefits and employee services.

Information Systems/E-Commerce Executive

Directs and coordinates information systems and e-commerce planning and functions, including all phases of systems design, programming, installation and operations.

Business Development Executive

Directs the management team in the development of business opportunities in order to assess potential markets and develop products and services to meet member needs.

Business Lending Executive

Responsible for management, supervision, and direction of all business lending activities. Ensures maximum overall profitability of business lending activities. Develops loan policies and objectives and is accountable for entire business loan portfolio.

Senior CUSO Executive

Directs operations for CUSO (Credit Union Service Organization) activities for your credit union. This should be the highest paid individual at the CUSO.

Legal Counsel Executive

Responsible for contracts and regulatory compliance. Manages all relationships with outside counsel.

Regional Branch Management Executive

Responsible for the operations of a portion of the credit union's branches. Directs branch managers in the execution of their responsibility. Develops and administers branch operational policies. This portion reports to Branch/Member Services Executive.

Top Mortgage Lending Officer

Reporting to Chief Lending Officer, responsible for all mortgage lending activities including single, multifamily and refinances. Develops and approves mortgage lending policies, and procedures for approval by the loan committee. May review and approve mortgage applications with final lending authority. Determines interest rate schedules. Directs activities of subordinate staff including mortgage loan officers.

Top Operations Officer

Directs and coordinates the operation activities of the organization in accordance with policies, goals and objectives of the Credit Union. Functions include, but not limited to bookkeeping, accounting operations, wire transfers, ACH, optical scanning, and other back room operational activities. *Not to be confused with Chief Operating Officer position.