

VISIONS

FEDERAL CREDIT UNION



CAREERS

Our jobs are as diverse as your interests



Are you interested in exploring career options at Visions?

We're bigger than banking. It's apparent in the variety of jobs we offer and the impact we make in our communities. From branch services and administration to digital programming and security to financial wellness and education – our career opportunities are as diverse as your interests.

See for yourself – and apply today!

In the pages that follow, you'll find a selection of our teams and departments sorted by popular career interests. To view our current openings and apply now, scan the QR code on the back cover or go to visionsfcu.org/careers.



Career Interests

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Office Administration

Human resources, facilities, and project management

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Community Engagement

Public relations, communications, and community impact

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Technology and Robotics

Computer programming, process automation, and data analytics

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Security

Information security, physical security, and fraud prevention

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Member Financial Services

Member service, accounts, and lending

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Benefits

Listing of our comprehensive employee benefits plan



Auditing

When you deposit to your account or apply for a loan, you want to know that we're doing our job as your financial institution. The Auditing department makes that possible, ensuring that accounts are accurate and that each part of our credit union is operating at our highest standards of service. Working independently under our Supervisory Committee, they evaluate and seek to improve the effectiveness of our governance, risk management, and internal controls.

Enterprise Risk Management

Enterprise Risk Management leads departments through the continual identification, assessment, and review of risk. They work with all areas of the credit union to ensure that Visions' planning processes and project teams consider risk and regulatory compliance in all decisions.

Facilities

The Facilities team is responsible for designing, constructing, managing, and maintaining the credit union's physical facilities, including buildings, grounds, and equipment. The team plays a critical role in ensuring the credit union's physical infrastructure in an efficient manner and appropriately meets the needs of members and employees.

Human Resources

Our Human Resources department acts as ambassadors and advocates both for existing and prospective employees. That means benefits, payroll, talent retention, and recruitment efforts for the organization. They also facilitate employee engagement, guiding and promoting an equitable and inclusive culture that celebrates diversity.

Office Administration

Learning and Development

Growth opportunities and training are essential to a successful workforce. Our Learning and Development team leads both charges, overseeing our onboarding processes as well as continued opportunities for growth, such as online resources, refresher courses, performance reviews, leadership development, and manager training programs

Mail/Supply/Courier Service

The Mail/Supply/Courier Services team is responsible for procuring, maintaining, and delivering general office supplies throughout the organization. They are responsible for receiving, sorting, and delivering all incoming/outgoing mail (USPS, FedEx, UPS) throughout the organization in an accurate and timely manner. In addition, they are responsible for managing and maintaining the credit union's fleet of vehicles, including purchasing, servicing, and coordinating vehicle use and availability.

Records

The Records team is responsible for managing and maintaining all archived documents in accordance with the credit union's Records Preservation Policy and associated Records Retention Schedule(s). This includes the complete and accurate cataloging, storage, and future destruction, as applicable, of all archived records. The Records team also provides internal research services to credit union employees, members, and approved 3rd party agencies. All of these must be sourced, returned, and/or delivered in a timely, safe, and secure manner.



Office Administration

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Member Experience

Our Member Experience team acts as an advocate for members and employees alike to help ensure the best service possible. They review member and employee feedback, monitor member communications, and respond to employee suggestions on our internal Innovation Board.

Project Management

Our Enterprise Project Management Office monitors and supports projects by focusing on impactful communication, collaboration, and alignment with Visions' strategic goals. They use standardized project management methods, work with relevant departments to minimize pain points, and gather feedback and lessons learned to improve future project implementations.

Quality Assurance

Quality Assurance helps to ensure that Visions is compliant in aspects of lending and accounts, while helping the staff to create a positive member experience. This team collaborates with member facing staff, conducts reviews of loans, accounts, file maintenance, and other projects, obtains feedback regarding products and programs, and shares reports and other suggestions for guidance and improvement with teams and senior leadership as needed.



Community Engagement

Business Development

The goal of Business Development is to promote brand awareness and develop strong relationships with organizations in each of our communities. Through on-site visits, networking events, and more, they strive to provide our credit union resources, product awareness, and other Visions benefits to the employees of our business and nonprofit partners.

Community Development

You'll often see our Community Development team around town as Visions Cares. Committed to community, they're ensuring that Visions is giving back – A LOT – to support the nonprofit organizations. This department facilitates relationships with community organizations, reviews requests for grants, in-kind donations, and volunteers, and oversees quarterly giveback campaigns that involve our staff in causes that impact our communities.

Financial Wellness

The Financial Wellness department provides financial education programs to community members, organizations, and academic institutions. Our Financial Wellness Officers are employed in each community we serve to meet the needs of those communities, facilitate our in-school services, and support high school internships. They also collaborate with fellow departments to ensure that Visions is providing valuable and consistent education to our members and the community.

Marketing

Our Marketing team is responsible for the credit union's marketing, events, and internal communications. With specialized roles within the department – including graphic design, video production, event planning, and more – these creatives work to promote our brand, products, and services.

Technology and Robotics

Business Performance

The objective of the Business Performance department is to define, analyze, and re-engineer organizational processes to increase efficiency, reduce pain points for members and staff, and improve operating performance. They're primarily focused on (1) process improvement, identifying value and non-value-added steps in existing processes and systematically removing waste, and (2) data analytics that helps business units make better decisions and empower marketing with data to deepen member relationships. The Business Performance team employs a Lean/Six Sigma, DMAIC methodology to leverage web programming, robotic process automation (RPA), and upcoming machine learning and AI capabilities to automate business processes alongside the use of SQL and Business Intelligence tools to provide powerful data visualizations and insights.

Digital Banking

Our digital developers, programmers, and innovators are constantly tweaking and improving our website, mobile app, and integrated tools in online banking. With a primary goal to increase digital efficiency, the Digital Banking team frequently partners with all internal departments, industry leading vendors, and FinTech providers to create a digital ecosystem for our members. While these upgrades are being tested and introduced, other Digital teammates are making sure the online and mobile platform stays operational 24/7.

IT Operations

As subdivisions of the Information Technology department, several teams support our core operations, including our Data Warehouse, Programming, Systems Integration, and IT Projects teams. These IT Operations teams ensure that critical business processes run on-time, every time. They're regularly designing automation processes, implementing new code, and pursuing perfection so our key systems are optimized for members to use anytime.

Technical Services and Infrastructure

Our Information Technology department includes a Service Desk that provides exceptional service to teams across the organization – fixing issues with applications, ordering and deploying hardware, and responding to tickets across all our locations. Other IT services include support for our technical infrastructure, including servers, communications, and software applications.

Security

Information Security and Access Management

Crucial to our cyber defense, Information Security and Access Management is responsible for responding to cybersecurity incidents, configuring firewalls to protect our network from intrusion, administering tools that protect our staff and members alike, and much more. With members in other countries, branches across three states, and employees working from home, they work to ensure secure connections and information privacy anytime, anywhere.

Physical Security

The Physical Security department plays a critical role in maintaining a safe and secure environment for credit union employees, members, and organizational assets. The Physical Security team ensures adherence to established security procedures and manages surveillance and access control systems including cameras, alarms, and electronic locks to secure buildings and assets. The team works closely with law enforcement agencies and other security professionals to ensure the credit union's security posture remains strong and effective at all times.

Risk Mitigation

As the in-house experts on scams, identity theft, and suspicious transactions, our Risk Mitigation department has a team that studies fraud and another team dedicated to the Bank Secrecy Act (BSA). They're watching the latest statistics and trends in fraud, understanding what scams look like and how to counter them. They also monitor member accounts and daily transactions for red flags and unusual activity, especially as related to financial regulations and security measures such as OFAC, Anti-Money Laundering, and Suspicious Activity Reports.

Member Financial Services

Service and Sales:

Branch

This is probably what comes to mind when you think of Visions. Branch teams are comprised of tellers, account specialists, loan officers, and managers. Together, they ensure quality, in-person service for our members – from cashing checks to applying for loans. They also process overnight transactions and act as a liaison for all members and support departments.

Contact Center

Whether temporarily out of town, living across the globe, or just handling their personal banking at home – all Visions members deserve full, equitable access to our products and services. That's where our Contact Center comes in! This "Jack of all Trades" department is our one-stop shop for over 90% of our products, services, and solutions. Our Contact Center answers calls beyond Visions' regular office hours, responds to Live Chat requests, and serves members in both English and Spanish across all 50 states and abroad.

Insurance

From Medicare to auto, life, and home insurance, this team facilitates requests across all of our regions. They handle presentations and defensive driving classes, facilitate on-site visits for employers, and more.

Investment Services

This team of Financial Advisors, back office professionals, and Licensed Branch Employees are dedicated to serving the financial needs of their clients. They work closely with the Contact Center to provide both members and non-members with access to wealth management products and education, helping clients pursue their goals and feel confident in their financial planning decisions.



Member Solutions

Even when members are struggling, our goal is to be supportive through such difficult times. With empathy, Member Solutions specializes in collecting on delinquent loans, repossessions, foreclosures, charge-offs, and negative account balances. Committed to our members' financial wellness even through their financial difficulties, Member Solutions works to maintain members' positive standing with Visions and with the credit reporting agencies.

Trust

The Trust team is responsible for helping members achieve their estate planning goals. From working with individuals with special needs family members, to ensuring their assets are distributed according to their wishes, this team works with empathy to uncover needs and provide forward-thinking solutions.

Loan Processing:

Consumer Lending

Consumer Lending's primary function is to underwrite and fund consumer loan applications taken in branch, online, and through our dealer partners. They analyze credit reports, member information, and income for instances of fraud to help mitigate lending risks.

Business Lending, Operations, and Services

Serving the needs of business and nonprofit accounts, Business Lending, Operations, and Services are responsible for more than commercial loans and lines of credit. In addition to credit underwriting, risk analysis, and loan support, they also manage our line of merchant services and oversee our relationships with business members by partnering with regional teams.

Member Financial Services

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Indirect Lending

Indirect Lending partners with dealers to provide new and existing members with loan financing options right at the dealership, whether they sell automobiles, motorcycles, RVs, or boats. Their goal is to ensure that all members receive the same level of service they would get in a traditional Visions office, while prioritizing relationship-building with local dealers.

Mortgages

The Mortgage department specializes in offering financing options for new and existing real estate properties. They review applications, meet with prospective members, and consult with attorneys to ensure a smooth transition for the homeowner.





Support:

Card Solutions

The Card Solutions team is responsible for the use, maintenance, and analytics of our credit and debit card systems, as well as for running quality control on a number of loan products. Card Solutions handles all card fraud and dispute processing.

Finance

The Finance department's accounting staff is responsible for ensuring that Visions' general ledger accounts are reconciled efficiently and accurately. They work to make sure that credit union assets, liabilities, equity, income, and expense transactions are recorded properly. In addition, they oversee all account reconciliations, ranging from cash withdrawals to new loans and more.

Member Operations

The Member Operations team specializes in compliance and reporting as it relates to Individual Retirement Accounts (IRAs), subpoenas/levies, death claims, abandoned property, and expulsions. They frequently collaborate with our internal Trust department to maintain accounts with approved power of attorney and trust documents.



Benefits



Our employees are our greatest asset, and that's why we're committed to taking care of them. Visions has put together a comprehensive benefits plan, covering everything from your health and dental to your education and your retirement. Here are some of the ways that we invest in our employees' future.



Group Benefits:

- Comprehensive medical plans
- Group dental plan (*full- and part-time employees*)
- Complete vision plan (*full- and part-time employees*)
- Medical and Dependent Care
- Flexible Spending Accounts
- Tuition Reimbursement
- Student Loan Reimbursement
- Generous Paid Time Off; Volunteer Time Off; Wellness Time Off
- Twelve paid holidays annually
- Employee Assistance Program (*full- and part-time employees*)
- Supplemental insurance (*full- and part-time employees*)
 - Cancer (*specified disease*)
 - Accident
 - Medical bridge (*hospital indemnity*)
 - Critical illness
 - Short-term disability
 - Term life
- Group Life and AD&D Insurance
- Group Short and Long Term Disability benefit



Wellness Program:

Insurance is only one part of your health and wellbeing. Our Wellness Program is designed to take care of your physical and mental health. We offer:

- Annual wellness screenings
- Access to WellSteps, an interactive rewards program open to all permanent employees regardless of their enrollment in our health insurance
- Onsite fitness center (*where applicable*)
- Annual flu clinic & mobile mammography (*where applicable*)
- Wellness education (*recipes, articles, guest speakers*)



Retirement Benefits:

Your future matters. We hope you will enjoy the same level of comfort and security as while you were working for us.

- 401(k) with an employer match
- Defined Benefit Pension Plan



Internal Recognition Program:

It's no secret that our employees are awesome. That's why we started our "You've Made Visions Matter" program, an online system that lets coworkers recognize their colleagues for their great service, problem-solving skills, and more. Employees can be nominated for badges and earn points that they can redeem for cash prizes, and they might even win employee of the month!

**Not sure where you fit?
We've got you covered.**

If you're ready to apply but can't decide where you fit – no problem! Simply apply for **General Interest** and our Talent Team can help you weigh the options.

For more information about our careers, benefits, mission, and more, visit visionsfcu.org/careers.



APPLY NOW!

visionsfcu.org/careers

Contact our Talent Team

800.242.2120 ext. 10501

TalentTeam@visionsfcu.org

Visions Federal Credit Union is an equal opportunity employer whose goal is to achieve a positive work atmosphere while encouraging a healthy work/life balance. M/F Disabled and Vet EEO/AA Employer.

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