



DETERMINING YOUR FIT

HFCU & YOU



BANKING THAT PROVIDES
OPPORTUNITIES.

Heritage Financial Credit Union
25 Rykowski Lane
Middletown, NY 10941



Phone: 1-845-561-5607
Website: heritagefcu.com



TABLE OF CONTENTS

ABOUT HFCU

Mission

Core Values

Vision (GWC - Great Worthy Cause)

CULTURE

Team

Service

Growth & Opportunity

EMPLOYEE PERFORMANCE

Core Competencies

ABOUT HFCU



OUR MISSION

We are more than a bank. We believe in our members and employees – in their stories, both past and yet to be written.

We are the combined Heritage of generations who care about and support each other to provide lasting contributions in our communities.

We are committed to creating opportunities for people by providing necessary tools, resources and education to make possible the achievement of their goals, hopes, and dreams.

We are Heritage Financial Credit Union.



OUR CORE VALUES

PEOPLE. PURPOSE. PASSION.

Maximize member experience

- Focus on team and member development
- Effectively leverage technology

High impact service culture

- Focus on the right things and get the right things done right
- Excellence through service standards

Easy to do business with

- Both internally and externally
- Efficiency and process improvement

Execute with Integrity

- Ensure all data remains confidential, secure, accurate and available
- An unwavering commitment to earn trust and respect



OUR VISION

GREAT WORTHY CAUSE (GWC)

To promote financial well-being so people may reach their fullest potential in life, we will provide the necessary tools, resources and opportunities for learning to make possible the achievement of people's hopes and dreams.





OUR CULTURE





TEAM FOCUSED

TEAMWORK MAKES THE DREAM WORK.

Although it may sound corny, we are all about working together and collaboration.

Regardless of your position with us, partaking in the team culture is important. We are always encouraging team members to join HFCU committees, participate in HFCU sponsored events and work on projects.

In addition to working together, we are committed to learning about each other and communicating effectively.

A team member did a great job? **Tell them!**



SERVICE ORIENTED

HIGH IMPACT SERVICE.

As a Credit Union, we are member-owned and community oriented, which means our primary purpose is to help the members and communities in which we operate.

We aim to maximize the member experience through excellent service.

Basically, we want people that want to help other people. Even if you don't know the answer or how to help someone, the willingness to help, ask questions and follow up later with answers makes all the difference.



GROWTH & OPPORTUNITY

**LET'S GET YOU WHERE YOU
WANT TO GO.**

As stated in our GWC , “ *...we will provide the necessary tools, resources and opportunities for learning to make possible the achievement of people's goals hopes and dreams.*”

This applies to not only our members, but to our awesome team members as well. We want you to achieve your hopes and dreams and we will encourage you to get there.

Every day is a learning opportunity. With access to online courses, trainings, projects, opportunities to collaborate and the ability to build a plan to get to your next career goal.

We have the tools and resources to get you there you just need the desire to do so.

EMPLOYEE PERFORMANCE





CORE COMPETENCIES

AT HFCU WE HAVE AN EMPLOYEE PERFORMANCE PROGRAM.

It is designed to encompass the behaviors we expect from our employees, and encourages the development of goals that align the employees' roles and responsibilities to the goals of the organization.

Although this may sound intimidating, it's really for you to understand yourself and to be aware of your performance. Below are the five Core Competencies that we focus on.

- 1. Critical & Creative Thinking**
- 2. Self-Leadership**
- 3. Collaboration**
- 4. Communication**
- 5. Service Orientation**

If you are someone who knows how to problem solve, lead, collaborate, communicate and provide great service, or someone who is willing to learn about these competencies, we are off to a great start!

GOALS

SET AND ACHIEVE

Employees will work with their manager to develop appropriate goals that align to their role and responsibilities within the organization.

Simply put, we want to encourage you to write down your goals, so we can help you achieve them.

What's more rewarding than working towards and achieving a goal you set out to achieve?

Let's get started!



INTERESTED IN A CAREER WITH US?

Whether you are new to the workforce or have years of experience you have the opportunity to make a direct impact on the lives of those we serve within our communities.

Ready to become part of a team that fosters growth and learning? A career with endless opportunities awaits you here at HFCU.

VIEW OUR OPEN POSITIONS AT:
[HERITAGEFCU.COM/ABOUT/CAREERS/](https://heritagefcu.com/about/careers/)

