



CAREER DEVELOPMENT

Mid Minnesota Federal Credit Union

Tiffany's Career Path



Tiffany Hirschey-Tuma // VP of Operations

"Work with your manager to take advantage of any and all learning opportunities, to be involved in projects, shadow other departments to discover where you passion lies! MMFCU's culture is so supportive of growth and advancement, and I feel very lucky to have had the almost 23-year career that I have."

TIFFANY'S CAREER PATH TIMELINE

● Yellow indicates promotions. ● Black indicates position applied for, but did not get.

I had graduated college and was working for a large credit card servicer in Fargo. I knew I wanted to be in the finance industry after my experience working in the Financial Aid Office at Moorhead State, but this large company was just not for me. I also knew I wanted to be closer to family. I saw an opening for a Member Service Representative at MMFCU and did research about what a Credit Union truly stood for, and loved what I saw and heard about MMFCU's reputation.

1999

500
Pay Grade

Member Service Specialist

This role allowed me the opportunity to dip my toes in management, as I was responsible for partnering with HR on the creation and implementation of an Internship Program.

Member Service Supervisor

2004

600
Pay Grade

This role helped prepare me for Branch Manager, in that I was not only responsible for supervising the MSS Team, but also had more involvement and partnership with managers in other areas.

2005

700
Pay Grade

Assistant Branch Manager

It was very exciting to get to open a new branch! From the construction process, to adding additional members to the MMFCU team and then opening our new location. It provided me the opportunity to work closely with Branch Managers throughout all locations, to share strategies for sales and service, and growing each of our branches throughout community involvement.

Branch Manager

2007

1100
Pay Grade

2015

1450
Pay Grade

Regional Manager

Overseeing and directing functions for multiple locations was very exciting! Being out and about in our branches, getting to know those staff and the dynamics of their teams while working together with those Branch Managers to grow relationships with our members.

2021

1450
Pay Grade

Director of Operations

This role allowed me to bring my experiences from previous member facing/front office positions to those areas that support all internal members. Keeping service to both internal and external members as a focus in all we do- assisting staff with processes, procedures and troubleshooting to providing effective training to ensure our staff has the resources and education to be confident in helping members.

2022

1600
Pay Grade

VP of Operations

Keeping member and staff experience at the forefront as we advance in new ways to serve our members through electronic channels especially, I look forward to being more involved in direction and implementation of those projects and working closely with members of our Senior Management Team in these strategic initiatives is most exciting to me!



Talk with your supervisor or Human Resources to set up a **career development plan** for you.



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