

## Heather Cluck

Vice President, Sales and Service  
Belco Community Credit Union



Heather Cluck, Vice President of Sales and Service for Belco Community Credit Union oversees the Member Service Center (Call Center), the Member Support Center (member and branch support) and the Virtual Team, who assist members with the drive thru Interactive Teller Machines.

Heather began her career at Belco as a part time teller, eventually becoming branch manager of Belco's Hanover branch. Finding a passion for assisting members achieve their dreams, she quickly rose through the ranks, becoming part of many of Belco's largest projects over the past decade. Notably, Heather led the conversion team for Belco's Customer Relationship Manager software, and account opening processes as well as assisted with the organization's largest merger to date with Cornerstone Federal Credit Union.

Heather has served in several capacities since, including Regional Branch Manager and Sales & Operations Manager. She was named VP of Sales and Service in 2017.

As Belco invests in the latest technology to serve its members, Heather continues to be on the forefront of these projects. Belco's new Interactive Teller Machines (ITM's) are currently in operation and Heather plays an integral role in making sure this technology is a successful and easy to use part of members banking experience.

Heather is dedicated to Belco's work in the financial education field as well as ensuring education, training and leadership for Belco employees.

Heather holds her designation as a Certified Credit Union Executive (CCUE) through the Credit Union National Association's (CUNA) Management School.

