

Wendy Marshall

Vice President, Retail Operations
Belco Community Credit Union



Wendy Marshall, Vice President of Retail Operations for Belco Community Credit Union oversees the strategy and efficiency of Belco's branch operations. At the core of her leadership is enhancing both employee and member experience at all Belco locations.

With 25 years of financial industry experience, Wendy has led teams in retail banking, call center operations, lending, change management and project management. Additionally, she brings to Belco experience in merger and acquisitions, implementing process improvement initiatives and centralization of retail banking and operational processes.

Wendy believes in building strong teams that work effectively together. Through her experience at both credit unions and banks, she has seen success through coaching and providing feedback to her teams. She believes providing employees with the tools and resources they need to be successful, will foster the best experience possible for members.

Extensively involved in developing company culture, Wendy has experience in applying the core values of an organization to the everyday practices of its team members.

Wendy holds a Bachelor's Degree in Business Administration from Elizabethtown College. Additionally, she is a graduate of the Core Class program through Leadership Lancaster.