**Cherie Kistner**

**541.681.6016**

CKistner@MyOCCU.org

**Feb. 2, 2021**

**For immediate release**

**OCCU announces promotions, updates leadership roles**

**Eugene, Oregon – Ron Neumann, president and CEO of Oregon Community Credit Union (OCCU),** is pleased to announce the following promotions and reorganization of leadership roles.

“These moves allow OCCU to continue to be a leader in the financial services sector and reflect significant accomplishments in serving our membership, engaging OCCU’s workforce and executing on the organization’s strategic initiatives,” Neumann said.

**Heather Billings has been promoted to chief marketing officer**. Billings, who joined OCCU in 2004, is charged with the strategic direction and management of multiple teams responsible for OCCU’s marketing, communications, philanthropy and community relations. She also will lead the credit union’s advocacy efforts.

**Tracey Keffer has been promoted to chief human resources officer.** A member of the OCCU team since 2006, Keffer assumes leadership and strategic development of OCCU’s human resources; organizational development; and diversity, equity and inclusion programs. She will oversee employee relations, talent management, compensation, recognition and other employee services.

**Terri Baker has been promoted to VP of member support**. Baker oversees remote delivery services including the credit union’s high-volume call center, member solutions department, member relations teams and the remote branch team. Among those departments’ responsibilities are online accounts, online messaging, loan quality assurance, ancillary products, special accounts and loan services via the phone. She joined OCCU in 2005.

**OCCU promotions, page 2**

**Lindsey Roberts has been promoted to VP of mortgage lending.** Roberts joined OCCU in 2019 as director of mortgage lending. In her new role as VP of mortgage lending, she will steer strategic growth objectives in new markets, capitalize on key industry drivers and continue leading the credit union’s mortgage lending team, which produces more than $600 million annually.

**Lacey Green has been promoted to director of executive services.** Green joined OCCU in 2018, and as director of executive services, focuses on executive outreach and external relations for the office of the CEO. She is the primary staff liaison to the credit union board of directors.

In addition to the promotions, Neumann announced shifts in leadership of key products and business units. **Brian Alfano**, chief operations officer, will now provide strategic oversight for the credit union’s growing credit card portfolio. **Gary Lanier**, VP of retail operations, will assume leadership of the investment services team. Lanier also oversees OCCU retail operations, including branches and other member service functions. Alfano has been chief operations officer since 2019. Lanier has been VP of retail operations since 2020.

[**PHOTOS**](https://shoebox56-my.sharepoint.com/:f:/g/personal/ckistner_myoccu_org/Et_aDCMiQQtHu8U9a2CHFsIBOoSl7s7VLDaWjqZC_Y2SoQ?e=1s63PJ)

**About OCCU**

OCCU was founded in 1956 in Eugene, Oregon. Today, as a not-for-profit financial cooperative, OCCU has more than $2.4 billion in assets, and its members are served through digital channels and 11 Oregon branches in Eugene, Springfield, Salem, Keizer and Wilsonville. Most members live in Oregon and the state of Washington. Others reside throughout the United States and even abroad, keeping their membership active through online and mobile banking. Learn more at [MyOCCU.org](https://www.myoccu.org/).

# # #