



PCM Credit Union has an exceptional quality of coaching among our staff. We'd like to highlight two individuals who embody the spirit of credit unions with the knowledge and talent to assist our members who are especially in need of financial help and guidance. Each of them has compassion along with moxie and determination to help you through the roller coaster of life.

Meet Sara and Jackie who are incredible examples of having true commitment to their work. Both have gifted abilities to help others when life gets a bit uncertain.



**Sara Hicks - 18 years
Fraud & Debit Card Specialist**

Sara started in 2003 as a Member Service Representative, moving into the Accounting area in 2010, and finding her real passion working in fraud. Most of Sara's work-day is spent educating members, mitigating fraud and assisting the rest of the accounting /operations team.

Sara grew up in Ashwaubenon (Go Jags!) and has lived in Green Bay since 2007. She has one son graduating from UW Stevens Point this year to be a teacher. She is so proud! She also has a 7-month old grand-puppy named Archie!

Sara's friends would say that she is funny, sarcastic, compassionate, family focused and just a good time! She loves to cook, especially for her family and very close circle of friends of 25 years whom are more like an extension of her family. She is grateful for such a solid support group.

She is a dedicated employee who retains a lot of knowledge and embraces sharing it with her teammates and members. Sara said, "Fraud discussions are very difficult to have and I take special care in each conversations, and follow up."

Sara also shared, "Working hard for something we don't care about is called STRESS, working hard for something we love is called PASSION. Fraud education and conversations drive me daily to serve our members passionately, it gets me out of bed every day!"

Sara is a very valuable part of our PCMCU team, always ready and willing to go above and beyond when she is needed most.



**Jackie Brooks - 10 years
Director of Member Financial Wellness**

When Jackie interviewed to work for PCMCU more than 10 years ago for a role in collections, we knew instantly that she was a talented individual. The financial counseling was just a natural part of who she was and the impact she could have on others was apparent. In her current role as Director of Member Financial Wellness she finds balance in each opportunity, working side by side with members who are experiencing life, sharing knowledge and resources so they can make the best decisions for their families.

Jackie, exactly as she shared, is from a happily, divorced family! Growing up she shared time in Baltimore, MD and Green Bay. She is married with 2 handsome boys living in the Green Bay-Ashwaubenon area.

Jackie's friends would say that she is reliable, inspiring, and motivating. She cares deeply for those closest to her.

At work, Jackie is a good problem solver because she is open-minded. She is easy to talk to and direct in conversation with no fluff. She shared, "Each day is like a snow globe, always feels like a whirlwind but settles down enough to see the beauty in it." She also said, "I like to think that I am a continual work in progress and always learning on ways I can be, do better."

Jackie is a continuous learner and a unique part of our PCMCU team. You know first-hand if you are a member who has worked with her and left with some real direction and hope.

The average length of employment for our staff at PCMCU is 10 years and 16 years for our leadership team. Watch for more of these connections in the coming months.

We are real people just like you, with a passion to impact your life!

VALUED DEDICATED PASSIONATE UNIQUE TALENTED RESPECTED ENTHUSIASTIC TRUSTED

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